MarkeTips

Improving Government through Technology

Integrated Technology Solutions from GSA

FedRelay

VETS GWAC, Making a Difference

Let's make progress
TOGETHER

GSA Contracts Put You In Control

The call to duty is urgent. With so little time to act, you need immediate solutions to meet accelerated timeframes while ensuring transparency, accountability and value. GSA's Multiple Award Schedules and Governmentwide Acquisition Contracts—and our other self-service purchasing programs and online tools—put you in control of the procurement process. We offer the quickest and easiest way to get the products and services you need from pre-qualified vendors at pre-approved competitive prices. Our contracting options provide flexibility to structure orders your way while meeting specific reporting requirements. We're here to help you quickly reinvest in America and move forward to recovery.

GSA is here to help: **gsa.gov/recoverysolutions** or **(800) 488-3111**

GSA

U.S. General Services Administration

Your
Everything
Source for
IT and Socioeconomic Solutions

Service | Innovation | Value

Small Businesses

Small Disadvantaged Businesses

Women-Owned Small Businesses

HUBZone Small Businesses

Service-Disabled Veteran-Owned Small Businesses

Veteran-owned Small Business

Look to GSA to gain socioeconomic credits for your technology purchases. We'll help you find the right solution to meet your IT and telecommunications needs—from small, small disadvantaged and HUBZone business to women-owned and service-disabled veteran-owned organizations. Our unmatched blend of industry and contracting expertise and flexible, best value purchasing programs are uniquely suited to meet mandates, minimize risks, maximize productivity, expedite implementation and promote sustainability.

GSA Technology. Great Government Through Technology.

For more information, visit **gsa.gov/technology/source** or call **(888) 377-0070**.

GSA

U.S. General Services Administration

MarkeTips

One Country. One Mission. One Source.

NOV/DEC 2010 – Vol. 23, No. 6

Improving Government through Technology

CONTENTS

Improving Government
Through Technology

Integrated Technology Solutions from GSA

Across government, information technology and telecommunications are inseparable. Communications networks are fundamental enablers for nearly every IT program. At the same time, agencies face constantly shifting priorities—ranging from the modernization and consolidation of infrastructures to system and data consolidation, service-oriented architectures, cyber security, and green IT. With tight budgets and a diminished workforce, finding the "right" solution to meet your IT and Network Services needs can be a daunting challenge.

*A*t GSA, we help customers make smart decisions when evaluating, purchasing, and implementing technology—from navigating the sea of available commercial offerings to determining the most appropriate acquisition solution. Working with leading industry partners and agency contracting professionals, we maximize your resources to increase operational effectiveness and efficiencies and minimize compliance risks.

Respond to government mandates and policy initiatives.

Cyber Security. GSA provides access to cyber security solutions ranging from information and communication technology devices to software applications that address key issues such as intrusion detection and prevention, endpoint protection platform, network mapping and discovery, cyber counter intelligence, and networking solutions that comply with OMB's Trusted Internet Connections mandates.

Sustainability. When it comes to "Green IT", GSA is helping customers integrate sustainability goals with agency mission and strategic planning. We help optimize operational performance and minimize implementation costs by addressing key areas such as carbon footprint accountability, power management, materials recycling, power usage effectiveness, and data center infrastructure efficiency.

Socioeconomic. At GSA, we provide fast, easy, and compliant access to small, small disadvantaged, veteran, service-disabled veteran-owned, HUBZone, and women-owned businesses to help you meet your agency's socioeconomic goals.

Wireless & Mobility. GSA offers a full range of end-to-end wireless solutions from mobile, fixed and broadcast services to applications such as emergency response, distance learning, internet access and so much more—enabling employees to work smarter and make the most of their time regardless of whether they're teleworkers or mobile workers.

We provide technology solutions to meet your agency's needs.

Computer Systems & Hardware

including hardware and notebooks to desktop computers, handheld computers, tablets, PDAs, and other appliances, printers, copiers, scanners, faxes, monitors (LCDs, projection, video conferencing, etc.), and much more.

Satellite Services

for anytime, anywhere voice and data services to enable quick deployment of domestic emergency response communications, continuity of operations and service diversity, solutions for military communications, remote and mobile access to terrestrial networks, broadcast services, distance learning, and much more.

Communications, Networking & Internet Services

to support your global, nationwide, and regional telecommunications needs, including voice and data telecommunications services, satellite and wireless services, secure communications, services and equipment, telecommunications infrastructure, VOIP/ voice/data integration, video conferencing, and a range of internet access services to support connectivity needs including Managed Trusted Internet Protocol Service for Trusted Internet Connections compliance.

Professional IT Services including system setup, operations and maintenance, configuration management, desktop management requirements, etc., as well as data and call centers, asset management, and training and technical support for any need.

Software & Applications including asset management software, CRM, data management, document management/imaging, GIS/geospatial/visualization tools, network management, ERP, SOA, identity management, financial management, business intelligence, contract management, enterprise architecture tools, web services, collaboration/groupware, SAAS, etc.

Data Centers & Storage including computer systems and associated components such as web servers, network and storage systems and supporting power supplies, data communications connections, environmental controls (e.g., air conditioning, fire suppression), security services and more.

Consulting & Systems Integration including software solutions (conversion and implementation support, database planning and design and programming), hardware solutions (networking and systems engineering, analysis and design), consulting services (project management, resources and facilities management, data/ records management), and much more.

For more information about GSA Technology or any of our innovative solutions, visit **www.gsa.gov/itsolutions**.

W We offer diverse purchasing options to meet your specific needs and requirements.

IT Schedule 70

Gain direct access to leading-edge, high-quality, commercial IT hardware, software, and professional services from more than 5,000 prequalified industry partners while meeting federal compliance and governmentwide mandates and policies, including socioeconomic goals. This simplified program provides easy online ordering through GSA*Advantage!*® to purchase products and services pre-negotiated with "ceiling" pricing—enabling you to negotiate costs to meet your stated goals.

For more information, visit **www.gsa.gov/schedule70**.

Governmentwide Acquisition Contract

GSA's GWACs program offers quick and easy access to a range of information technology product/service integration services and turnkey system solutions that support federal compliance and governmentwide mandates/policies to improve service and increase efficiency. Our technology GWACs include Alliant, Alliant Small Business, COMMITS NexGen, Millenia Lite, VETS, 8(a) STARS and the soon to be awarded 8(a) STARS II.

For more information, visit **www.gsa.gov/gwac**.

Network Services Contracts

GSA provides flexible access to comprehensive "state-of-the-art" network services, products and solutions to support your nationwide and regional telecommunications needs. We facilitate effective communications and data sharing among government entities with cutting-edge technology services that will enable greater security and interoperability into the next decade. Our Network Services contracts currently include Networx, Connections, Federal Relay, an array of regional service contracts, and

Commercial Satellite Services (including SATCOM II and new Schedule 70 COMSATCOM SINs) that support a range of telecommunications and networking requirements, telecommunications infrastructure support, and satellite services. Our team, which includes regional on-site staff, provides a focused, highly responsive, fully integrated approach to help you achieve your mission goals.

For more information, visit **www.gsa.gov/networkservices**.

Purchasing options for specific requirements

Acquiring technology is easy with GSA. Using our IT Schedule 70 Program, Governmentwide Acquisition Contracts (GWACs) and Network Services Contracts, you gain fast access to cutting edge IT and telecommunications hardware, software and professional services, as well as integrated and turnkey systems solutions. We also offer a comprehensive set of customizable acquisition solutions to meet your technology life cycle needs from management to execution — at a competitive price. And through our SmartBUY program, you can quickly procure commercial off the shelf software at cheaper prices and more favorable terms and conditions.

The scope of GSA's GWACs includes a broad range of IT services and services-based solutions such as systems design, software engineering, information assurance and enterprise architecture solutions. If you need assistance in determining whether your requirement is a good fit under a GWAC, we offer a scope compatibility review service free of charge.

INFORMATION TECHNOLOGY (IT)

CRITERIA	ALLIANT	ALLIANT Small Business	8(a) STARS	VETS	IT Sche Multiple Award
Contact Information	Enterprise GWAC Center (877) 534-2208 Email: alliant@gsa.gov Web Site: www.gsa.gov/alliant	Small Business GWAC Center (877) 327-8732 Email: alliantsb@gsa.gov Web Site: www.gsa.gov/alliantsb	Small Business GWAC Center (877) 327-8732 Email: 8a@gsa.gov Web Site: www.gsa.gov/8astars	Small Business GWAC Center (877) 327-8732 Email: vetsgwac@gsa.gov Web Site: www.gsa.gov/vetsgwac	IT Multiple Awa (703) 605-2700 Email: it.cente Web Site: www.gsa.gov/s
Contract Types	Fixed-Price (all types), Cost-Reimbursement (all types), Labor-Hour and Time and Materials. (B.6)	Fixed-Price (all types), Cost-Reimbursement (all types), Labor-Hour and Time and Materials. (B.6)	Fixed-Price (all types), Labor-Hour and Time and Materials. (B.3)	Fixed-Price (all types), Labor-Hour and Time and Materials. (B.4)	Firm-Fixed-Pric and Time and M
Contract Ceiling Amount	$50 billion. (B.4)	$15 billion. (B.4)	$15 billion. (H.2)	$5 billion. (H.1)	Not Applicable
Contract Period of Performance	10 Years. Five-year base with one, five-year option. Expires 04/30/2019.	10 Years. Five-year base with one, five-year option. Expires 02/03/2019. (F.2)	Seven Years. Three-year base with two, two-year options. Expires 05/31/2011.	10 Years. Five-year base with one, five-year option. Expires 02/28/2017.	20 Years. Five-year base five-year optio of 20 years. Ex per contract.
Order Period of Performance	Maximum order period is up to 10 years, if consistent with ordering agency contract and funding policies. Orders may extend no more than five years beyond the expiration of the Basic Contract. (F.3)	Maximum order period is up to 10 years, if consistent with ordering agency contract and funding policies. Orders may extend no more than five years beyond the expiration of the Basic Contract. (F.3)	No new task orders will be issued after 05/31/2011 or if the GWAC ceiling value (set out in Section G.3) has been met, whichever comes first. Task orders may run up to three years after the contract ordering period and possibly longer if work meets additional criteria.	No new task orders will be issued after 02/28/2017 or if the GWAC ceiling value (set out in Section F.3) has been met, whichever comes first. Task orders may run up to three years after the contract ordering period and possibly longer if work meets additional criteria.	Ref 52.216-22 (order issued du effective perio contract and n within that peri completed by t within the time the order.
Prime Contractors	59 contracts awarded.	73 contracts awarded.	199 contracts awarded in eight functional areas.	43 contracts awarded in two functional areas.	4,500 contracto
Labor Categories	80 labor categories.	80 labor categories.	Each FA has its own mix of labor categories.	98 labor categories in two functional areas.	Labor categorie established at level. Categorie as needed and task order mod
Labor Rates for Geographical Areas	Fully Loaded Rates for Labor-Hour and Time and Materials – CONUS (B.7.4). For Fixed-Price (all types), and Cost-Reimbursement (all types) Orders, labor rates are proposed at the order level. (B.7.1 and B.7.2)	Fully Loaded Rates for Labor-Hour and Time and Materials – CONUS (B.7.4). For Fixed-Price (all types), and Cost-Reimbursement (all types) Orders, labor rates are proposed at the order level. (B.7.1 and B.7.2)	Ceiling rates for one geographical rate area nationwide. Worldwide rate methodology negotiated at the task order level. (B.3)	Ceiling rates for one geographical rate area worldwide.	Fully Loaded R Hour and Time CONUS (B.7.4) established wit individual task
Contract Access Fee	.75% applied to the total price/cost for contractor performance. Capped at an amount to be set by the government. (B.5)	.75% applied to the total price/cost for contractor performance. Capped at an amount to be set by the government. (B.5)	.75% of total invoice amount. (G.6)	.75% of total invoice amount. (G.16.2.2(b))	The IT Multiple Schedule 70 co rate/price inclu Industrial Fund

GWAC Notes:
- This matrix does not replace a review of the individual contracts.
- The Alliant Small Business, 8(a) STARS and VETS are set-aside contracts with small, 8(a) and Service-Disabled Veteran-Owned business prime contractors.
- All contracts have the capacity to offer worldwide coverage.
- Order period of performance must be consistent with the customer agency's polic on task order duration.
- Fair Opportunity is required in accordance with FAR 16.505(b) and National Defense Authorization Act (NDAA) of 2008 for all orders. *Directed task orders up to $3.5 million are allowed under the 8(a) STARS contract.

SmartBUY

GSA leverages the government's immense buying power to reduce cost and improve quality in federal purchases of commercial off-the-shelf software products—potentially saving millions through reduced prices and more favorable terms and conditions. With GSA's SmartBUY program, customers achieve greater standardization, improved configuration management and more robust IT security.

For more information, visit **www.gsa.gov/smartbuy**.

Acquisition and Contract Management

GSA also offers a comprehensive set of customizable acquisition solutions to meet your technology life-cycle needs—from management to execution—at a competitive price. We leverage the government's massive buying power and apply a combination of acquisition expertise, innovative techniques, and electronic tools to successfully deliver new and existing services, products, and solutions that simplify technology procurement.

H N O L O G Y   C O N T R A C T S

edule 70 Schedule (MAS)	SmartBUY	TELECOMMUNICATIONS (TELECOM)					
		NETWORX Universal	NETWORX Enterprise	CONNECTIONS	TEMS Telecommunications Expense Management Services	SATCOM-II	FedRelay Federal Relay
rd Schedule 70 r@gsa.gov schedule70	SmartBUY Program Email: SmartBUY@gsa.gov Web Site: www.gsa.gov/smartbuy	Network Services Programs (877) 387-2001 Email: fasnetworkservice@gsa.gov Web Site: www.gsa.gov/networx	Network Services Programs (877) 387-2001 Email: fasnetworkservice@gsa.gov Web Site: www.gsa.gov/networx	Network Services Program (877) 387-2001 Email: fasnetworkservice@gsa.gov Web Site: www.gsa.gov/connections	Network Services Programs (877) 387-2001 Email: fasnetworkservice@gsa.gov Web Site: www.gsa.gov/fssitem	Network Services Program (877) 387-2001 Email: satcom@gsa.gov Web Site: www.gsa.gov/satcom	Network Services Program (877) 387-2001 Email: fasnetworkservice@gsa.gov Web Site: www.gsa.gov/FedRelay
ce, Labor-Hour Materials.	Blanket Purchase Agreement (BPA).	IDIQ, Fixed-Price, with a form of economic price adjustment (H.1)	IDIQ, Fixed-Price with a form of economic price adjustment (H.1)	Fixed-Price (all types), Labor-Hour and Time and Materials. (G.5.2)	Multiple Award Indefinite Delivery Indefinite Quantity (IDIQ) fixed-price contract.	Fixed-Price Task Orders.	Indefinite Delivery Indefinite Quantity (IDIQ).
e.	Zero dollar BPA; with estimate total value of $20 million.	$48.1 billion.	$20.1 billion.	$35 billion. (H.3)	$93 million.	$2.5 billion program ceiling, individual contract award ceilings vary.	$100 million.
with three, ons, for a total piration: Varies	Five Years. One-year base with four one-year options. Expiration: Varies per contract.	10 Years. Four-year base with three, two-year options. Expires 3/28/2017.	10 Years. Four-year base with three, two-year options. Expires 05/30/2017.	Eight Years. Three-year base with five-one year options. Expires 01/28/11.	Five Years. Two-year base with three one-year options. Expires 01/13/2013.	Five Years. Five-year base. Expires May 2012.	Five Years. Two-year base with three one-year options. Expires 06/27/2012.
)) - Any task uring the d of this ot completed od shall be he contractor specified in	Ordering from the SmartBUY BPAs are in accordance with the period of performance within the vendors GSA Multiple Award Schedule contract.	Maximum order period is up to 10 years, consistent with the contract period.	Maximum order period is up to 10 years, consistent with the contract period.	Task orders may extend for up to 12 months beyond the expiration of the Basic Contract. The follow-on acquisition is expected in 2011.	Any order issued during the effective period of this contract and not completed within that period shall be completed by the contractor within the time specified in the order.	Task Orders may not exceed past 11/01/ 2012.	Orders will expire at the termination of the contract or continuity of service.
rs.	44 BPAs.	Three contracts awarded to AT&T, Qwest and Verizon.	Five contracts awarded to AT&T, Level 3, Qwest, Sprint and Verizon.	14 prime contractors have awards across three task order categories.	Three contracts awarded.	25 contracts awarded to 16 large and nine small businesses.	One nationwide contractor.
es are the task order es can evolve be added by ifications.	N/A	N/A	N/A	30 general labor types with multiple experience/education levels, in three categories.	Each vendor proposes various labor categories.	Labor categories are available in Service Type IV - Professional satellite services which are available only from the nine SATCOM II small businesses.	No labor categories.
ates for Labor- and Materials –). As h each rder.	N/A	N/A	N/A	Ceiling rates are nationwide. Contract covers only U.S. and territories. Competitive rates achieved at task order level.	Rates vary by number of devices managed.	Labor rates are established for one geographical rate area (Washington, D.C. region). Specific rates are as established with each individual task order.	No labor categories.
e Award ntractor des 0.75% ing Fee (IFF).	2% of total invoice amount.	N/A (7% GSA management service fee included in all CLIN prices).	N/A (7% GSA management service fee included in all CLIN prices.)	1% applied to the total price/cost for contractor performance.	1% of total invoice based on a direct-order, direct-bill arrangement. Rates for assisted service buys vary by complexity of requirement.	2% of the total invoice amount.	7.236% of total invoice amount (through July 2010).

y
• In accordance with FAR 16.505 and NDAA 2008, no protest under FAR 33.1 is authorized for task orders under $10 million except on the grounds that the order increased the scope, period of performance, or maximum value of the contract (FAR 16.505(a)(8)).
• For more information on any of these GWACs, visit our Web Site at **www.gsa.gov/gwacs**.

• The letter and number contained in parenthesis references the section of the specific contract.

CONNECTIONS, NETWORX Universal and NETWORX Enterprise Note:
• The letter and number contained in parenthesis references the section of the specific contract.

IT Schedule 70 Note:
• GSA is also proud to support our partners in state and local government through the IT Cooperative Purchasing Program.

Securing Your Data, Voice, and Communications Networking Systems

The Managed Trusted Internet Protocol Service (MTIPS) is one of the more technological innovative services GSA has added to both Networx Universal and Enterprise contracts. This managed service provides federal agencies the physical and logical connection(s) to the public internet or other external connections in full compliance with Office of Management and Budget (OMB) memo M-08-16; basically OMB requires a finite number of secure, as defined by the memo, internet access connections for federal agencies. GSA and the Department of Homeland Security (DHS) jointly developed the requirements for this Managed Network service that complies with the OMB requirement.

From a technological perspective, MTIPS is an all-in-one service that provides an OMB-compliant, cost-effective alternative for agencies in meeting the OMB requirement. MTIPS affords the reduction of the number of internet connections in Government networks and provides standard security services to all government users. Furthermore, the MTIPS solutions were certified and accredited at a FISMA High-level and issued a Government-wide Authority To Operate, thereby saving Agencies time and money from performing their own C&A activities.

Networx MTIPS' Awardees on the Networx contracts are: AT&T, Qwest, Sprint, and Verizon. MTIPS' services are priced based on bandwidth per port similar to internet Protocol Services (IPS). A number of agencies, including the Executive Office of the President and the Small Business Administration have ordered MTIPS. Other agencies have included a requirement for MTIPS in their Networx transition requirements. MTIPS can be tailored to meet agency requirements. MTIPS is only one of a plethora of innovative and cost-effective services that the Network Services group at GSA has to offer. Network Services Programs is always assessing agencies' telecommunications needs, and proactively presenting the agencies with technologically and cost-effective solutions, such as MTIPS.

For more information, visit **www.gsa.gov/mtips**.

Environmental Sustainability
The New Standard

*T*t seems the hot topic around the office these days is *environmental sustainability*, which may prompt you to ask: What exactly is environmental sustainability all about, and why has it become so important?

GSA's mission of "providing best-value services, products, and solutions to our customers that increase overall government effectiveness and efficiency" has provided the unique opportunity and responsibility to lead President Obama's call to "green the federal government". This goal cuts across GSA, government, and our country. It has a great unifying proposition.

In order to meet *environmental sustainability* goals, GSA has developed a high-level strategy which will focus on:

• Nurturing values that inspire a continual commitment to a zero environmental footprint;
• Providing customers with environmentally sustainable solutions and green expertise;
• Providing tools giving stakeholders the ability to measure and reduce their GHG emissions; and
• Driving environmental sustainability in the government's supply chain.

The above strategy will lay the foundation for everything we do in achieving a zero environmental footprint. This includes eliminating our own impact on the natural environment, while utilizing our governmentwide influence to reduce the environmental impact of the federal government. We can achieve these goals by minimizing our consumption of energy, water, and other resources, while eliminating all waste and pollution from our operations and activities. Finally, we will use our purchasing power to drive the market to produce a wider variety and greater number of products, services, and workspaces that are more environmentally sustainable.

Environmental sustainability and our pursuit of a zero environmental footprint will embody everything we do. It will spark innovation and drive new processes. It will open new markets and allow us to further our mission in providing modern, efficient, and comprehensive solutions to meet the needs of all federal agencies. As co-sponsors of the *environmental sustainability* theme, we are ready to roll-up our sleeves and make serious strides towards these efforts, and we are ready to engage you in this journey.

How can GSA help your agency meet its sustainability goals? Visit our Web site at **www.gsa.gov/sustainability**.

GSA Carbon Footprint Tool

The Key to Tracking and Managing Your Agency's Greenhouse Gas (GHG) Inventory to Reduce Emissions and Meet Sustainability Goals

Meeting the Requirements of Executive Order 13514

On October 5, 2009, President Obama signed Executive Order (EO) 13514 - Federal Leadership in Environmental, Energy and Economic Performance. This Order seeks to establish an integrated strategy towards sustainability in the federal government and to make reduction of greenhouse gas (GHG) emissions a priority for federal agencies. It requires all agencies to establish and report a comprehensive inventory of absolute GHG emissions, set percentage targets to reduce GHG emissions agency-wide, and develop a plan for meeting a wide range of sustainability goals and targets.
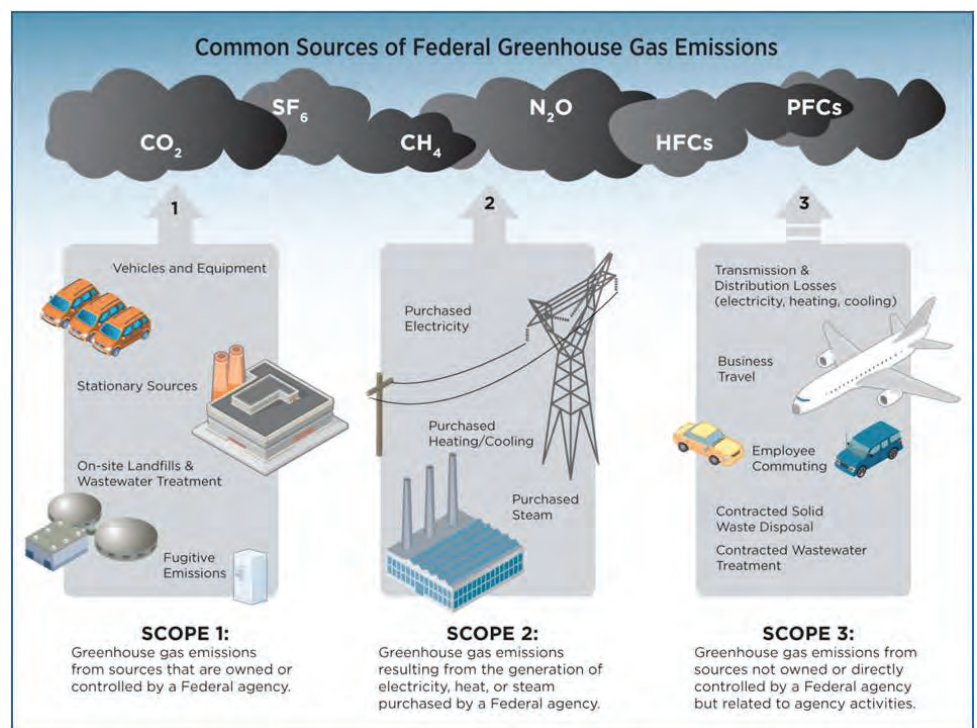
How Are Federal Agencies Affected?

In January 2010, federal agencies submitted GHG reduction targets for the two main categories of GHGs, Scope 1 and Scope 2. Scope 1 GHGs are direct emissions from the use of fuel, such as gasoline in vehicles, propane in cafeterias, natural gas in furnaces, and fugitive emissions such as the release of refrigerants from air conditioning units. Scope 2 refers to indirect GHG emissions, typically purchased electricity, most of which is generated from the combustion of fossil fuels that emit carbon dioxide.

In June 2010, each agency was required to submit a Strategic Sustainability Performance Plan detailing how they will meet the various sustainability requirements of the EO. Agencies also had until that time to develop targets for the third category of GHG emissions, Scope 3. Scope 3 emissions include federal employee travel, transmission and distribution losses from purchased energy, and GHG emissions resulting from contracted waste disposal.

Agencies have until January 31, 2011, to submit an inventory of GHG emissions generated during fiscal year 2010. Thereafter agencies are required to report annually, at the end of January, for the preceding fiscal year.


Common Sources of Federal Greenhouse Gas Emissions

CO_2 SF_6 CH_4 N_2O HFCs   PFCs

1

Vehicles and Equipment

Stationary Sources

On-site Landfills & Wastewater Treatment

Fugitive Emissions

2

Purchased Electricity

Purchased Heating/Cooling

Purchased Steam

3

Transmission & Distribution Losses (electricity, heating, cooling)

Business Travel

Employee Commuting

Contracted Solid Waste Disposal

Contracted Wastewater Treatment

SCOPE 1: Greenhouse gas emissions from sources that are owned or controlled by a Federal agency.

SCOPE 2: Greenhouse gas emissions resulting from the generation of electricity, heat, or steam purchased by a Federal agency.

SCOPE 3: Greenhouse gas emissions from sources not owned or directly controlled by a Federal agency but related to agency activities.

How Can the GSA Carbon Footprint Tool Assist Agencies?

A Tool Specifically Designed for a Bottom-Up, Comprehensive GHG Inventory

GSA has developed the GSA Carbon Footprint Tool to assist agencies in managing their GHGs as required by EO 13514. The tool can assist with a broad range of tasks including:

- Calculation of an agency's GHG baseline, broken down by the different scopes
- Assistance with developing GHG reduction targets
- Compilation of a building-by-building GHG emissions inventory
- Preparation for reporting emissions to the Department of Energy's GHG Reporting Portal
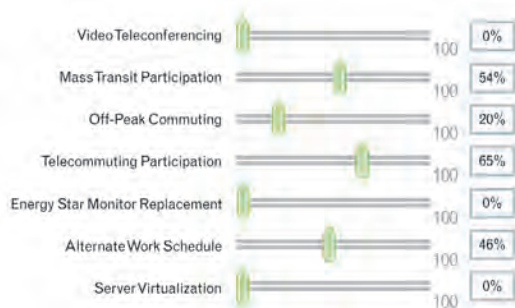
The GSA tool allows agencies to use "sliders", a form of scenario planning, which highlights how the use of certain policies, products and services – such as lighting retrofits and Energy Star computing equipment – can reduce energy consumption.

Scope 3 emissions pose a challenge to many agencies because they result from activities outside the direct control of the agency. The GSA tool is capable of capturing many of the Scope 3 elements. For example, decision makers can instantly see the GHG reductions from increasing telecommuting participation 10, 20, or 30 percent above the baseline.

The tool can be pre-populated with emissions resulting from business travel for agencies using the GSA E-Gov Travel Program, GSA Public Building Services energy consumption data, and relevant vehicle information from GSA's Fleet Program.

Agencies are required to achieve a two percent annual improvement in water efficiency through 2020, based on an FY 2007 baseline. The GSA tool has the features needed to assist in achieving this goal and tracking progress towards it.

Adherence to the Public Protocol Standard

The GSA Carbon Footprint Tool already adheres to the World Resources Institute's (WRI) GHG Protocol, an international standard upon which most other protocols are based, and the International Organization for Standardization's (ISO) 14064-1 Greenhouse Gases-Part 1: Specification.

How Can I Access the GSA Carbon Footprint Tool?

Go to **www.carbonfootprint.gsa.gov** to gain access to preview the tool and sign up for a demo. To acquire contractor support services that can help you gather data for developing your inventory, please go to **www.gsa.gov/energyservices**.

Additional Information

For more information, visit **www.gsa.gov/carbonfootprint** or e-mail us at **carbonfootprint@gsa.gov**.

Data Center Consolidation Program

SmartBUY Agreement Supports Office of Management and Budget

In support of the new release of OMB's "Data Center Consolidation Program" plan, GSA was tasked through OCIO to establish a vehicle to make virtualization software available to federal agencies in an expedited timeframe. The GSA OCIO contacted SmartBUY for assistance and as a result, SmartBUY reached out to its partner at the Department of Defense Enterprise Software Initiative as they already had this capability in place. DoD has informed OIO that their virtualization Blanket Purchase Agreement has been opened to civilian agencies and is now part of the SmartBUY Program.

Energy- and IT-Efficiency Services for Greener Government

GSA's Sphere of Capabilities provides a continuum of services that optimize energy, economic, and operational efficiencies in all stages of the data center life cycle.

Whenever your agency strives to optimize energy, economic and/or operational efficiencies, look no further than GSA. The acquisition experts at GSA have developed a comprehensive suite of solutions engineered to support all your data center optimization goals – during all stages of your center's life cycle. Please see below for the services offered, as well as the next page of this publication, where the services are presented in greater detail.

Planning & Design
In this stage, GSA services will help you develop an execution plan to achieve your metrics objectives. Our comprehensive approach includes automated tools for instantaneous measurement and a realistic technology roadmap to ensure migration integrity and operational continuity.

Operations & Measurement
In this stage, GSA services will enable successful data center commissioning and automated tools for real-time, synchronized management of operational components – including power, capacity utilization, situational awareness, financial analytics, and workflow balancing.

Facility Disposition
In this stage, GSA services will help you decommission the data center and manage follow-on activities – such as facility disassembly, asset reclamation and recycling – to ensure full compliance with environmental and regulatory requirements.

Requirements Analysis
In this stage, GSA services will evaluate environmental, regulatory, operational, financial, and other factors to help your agency determine how to improve your baseline metrics, energy efficiencies, and mission.

Baseline Analysis
In this stage, GSA services will gauge how well your agency is doing with policy requirements and key metrics such as power usage, cooling/thermal profile, carbon footprint minimization, and information technology (IT) utilization.

At GSA, we stand ready to provide you with a complete set of solutions for your data center optimization needs. Examples of GSA optimization service offerings are shown below.

Baseline Analysis Services include:
- IT and facility power audits
- Cooling/thermal profiling
- Building sustainability analysis
- Server and storage utilization
- IT and facility space evaluation
- Telecommunications
- Total cost of ownership
- SLA performance metrics
- Physical security operations
- Business process evaluation

Requirements Analysis Services include:
- Power consumption metrics
- Building sustainability requirements
- Building renovation/alteration
- Cooling/thermal profile reduction
- Server and storage consolidation
- Applications standardization
- Capital expenditures
- Floor space reallocation/restructuring
- Technology refreshment
- Policy/procedures revision

Planning and Design Services include:
- Power management automation
- Building sustainability alteration
- Automated cooling/heating
- Facility centralization and consolidation
- Server and storage virtualization

- Application migration and consolidation
- Technology roadmap
- Situational awareness synchronization
- Business efficiency implementation
- Capital allocation and management

Operations and Measurement Services include:
- Proactive energy trending adjustment
- Power management fine-tuning
- IT workflow balancing
- Storage capacity realignment
- Certification and Accreditation
- Financial analytics monitoring
- Change management implementation
- Building sustainability augmentation
- Facility management and operations
- Curative cooling/thermal refinement

Facility Disposition Services include:
- Data center decommissioning
- IT infrastructure asset disposal
- Facility asset disposal
- IT and facility asset reclamation
- IT and facility recycling
- Environmental policy conformance
- Regulatory requirements compliance

For further information about how GSA can help optimize your data center, please visit us at **www.gsa.gov/itsolutions**.
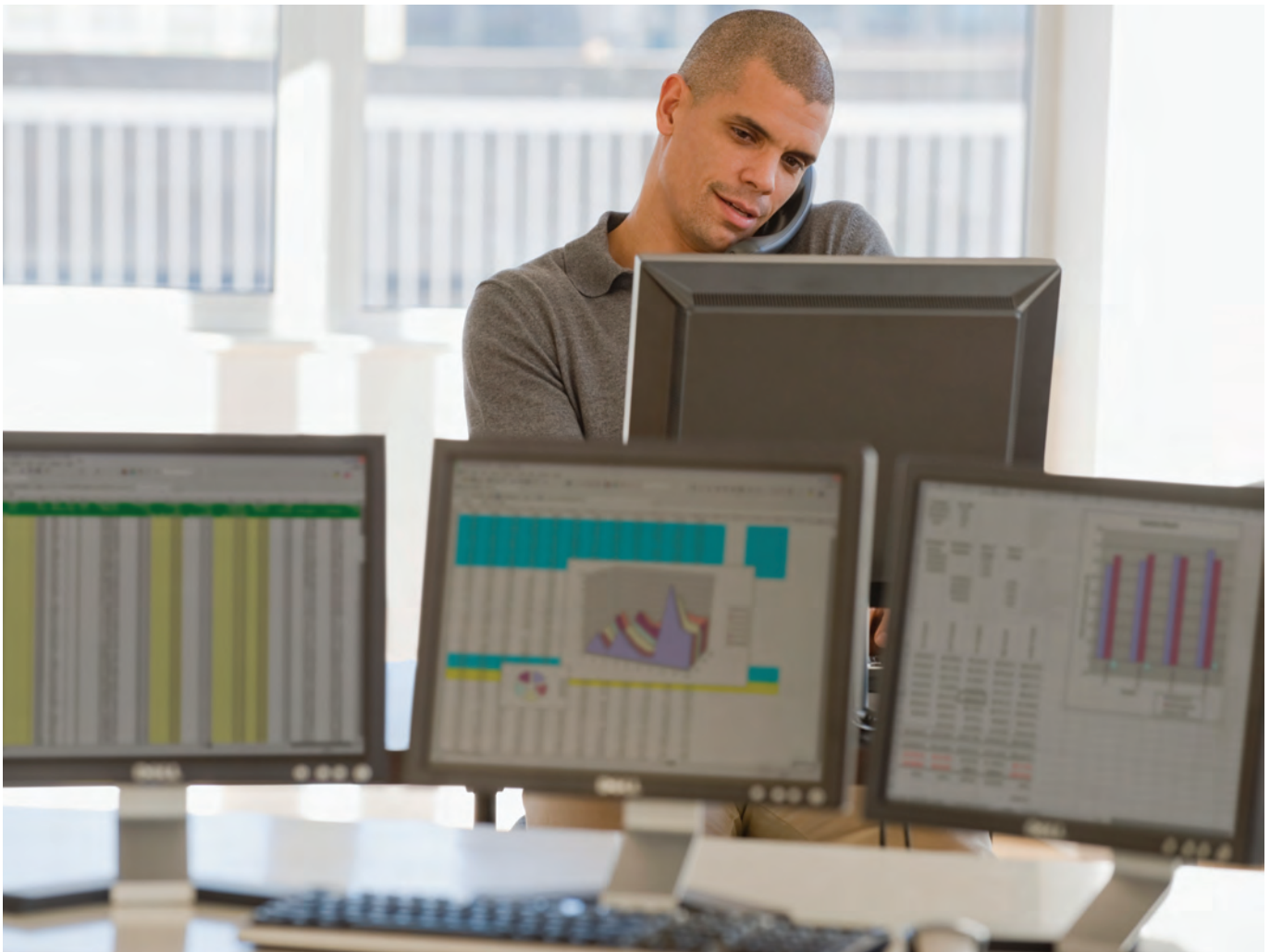
.

Planning and Design...

Operations and Measurement...

Facility Disposition...

Requirements and Baseline Analysis

GSA Supports IRS

Identity, Credential, and Access Management

In 2006, GSA established the USAccess program, a managed, shared service solution that simplifies the process of procuring and maintaining PIV compliant credentials. GSA provides the project, acquisition, and financial management necessary to help participating agencies receive the USAccess end-to-end service.

A recent plane crash into an IRS building in Austin, Texas on February 18, 2010 resulted in over 200 IRS employees being displaced due to safety concerns. Most of these individuals' USAccess identity credentials remained in the building. Thus, the employees lost their ability to access IRS buildings or information systems. Since using the Credential is mandatory for access, the IRS requested GSA reprint these credentials rather than have the affected employees further traumatized by having to re-enroll. The request was completed and delivered to Austin in less than 48 hours.

A Treasury program manager commented that "this rapid turnaround well exceeded our expectations and was greatly appreciated."

For more information on how GSA can help your agency, contact:

Lawrence Hale
Director, Office of Infrastructure Optimization
Lawrence.Hale@gsa.gov
http://www.fedidcard.gov/default.aspx

FROM | TO

LIMOUSINES | LIBERTY

ITEM NUMBER: 0000000
Stretch Limousine

ITEM NUMBER: 0000000
6 Foot Replica Statue of Liberty

INTRODUCING GSA AUCTIONS®

YOUR EVERYTHING SOURCE FOR PRACTICALLY ANYTHING

When the government has surplus items it can no longer use, it makes them available to the general public through GSA Auctions, a website where you can bid on practically anything you might need or want – from cars and computers to cabbages and coffee cups. With GSA Auctions, the possibilities are endless – and they're all waiting for you at **www.gsaauctions.gov.**

GSA

U.S. General Services Administration

Taking Cover

Emergency Lodging Services

By Garlette Jordan

*W*hether it's tied to your mission or acquired in anticipation of a perceived need, GSA's Emergency Lodging Services (ELS) might be something your agency could use in the event of a national emergency, disaster, or a situation which requires you to put your Continuity of Operations Plan (COOP) in place.

As a matter of background, GSA initiated contracting for ELS in response to Hurricane Katrina. Since that initial award in the fall of 2005, the contractor, Corporate Lodging Consultants, Inc. (CLC), has provided lodging services for over 700,000 evacuees and approximately 28.2 million room nights at thousands of hotels and apartments in 50 states and one U.S. territory. The reprocurement was conducted this spring, and CLC was selected again to provide ELS.

The ELS contractor manages a litany of tasks so that agencies can focus on the mission at hand. When a hurricane, tornado, flood, or wildfire disaster strikes and you've commissioned your staff to serve as first responders, you want to be confident that they have a place to rest their heads. CLC handles reservations, billing, as well as housing payment and expense reimbursement for evacuees. Should your agency join other users of the ELS Blanket Purchase Agreement (BPA), it will have access to a 24-hour Traveler Support Center for reservations and off-the-road support, as well as a secure transaction and payment system with detailed reporting.

As you can guess, the Federal Emergency Management Agency is a big user of ELS due to its mere purpose. However, there are many others that have signed up to utilize the ELS BPA as well.

The Alabama Air National Guard has been an authorized user of ELS since the fall of 2006. Sgt. Kelly Waldrup says "We signed up due to our geographic location. Our mission requires us to respond to hurricanes and tornadoes and thanks to GSA we've got a first line source to accommodations for our responders."

The U.S. Commission on Civil Rights (USCCR) decided to become an authorized user of ELS for the purpose of preparing for a COOP event. Fortunately, there haven't been any events that would affect its government operations since the agency signed up in the summer of 2008, but it's good to be prepared.

GSA has made use of ELS as well. Its Customer Accounts and Research (CAR) Division in Atlanta used ELS during the Hurricane Katrina recovery period and made arrangements for regional personnel traveling to affected areas. Atlanta CAR Deputy Director, Melinda Wagoner said "I'm happy to see that CLC still has the contract. The CLC staff was excellent. They were able to find a hotel for me every time rooms were needed. Granted, they have contacts in the hotel industry so that was a huge advantage because employees who contacted hotels directly found no availability. In addition, CLC provided excellent service after hours and on the weekends! The company did a great job and the service is invaluable during emergencies."

For more information about ELS and how to join the program, check out GSA's Web site at **www.gsa.gov/els** or contact:

Rick Freda
(703) 605-2172
rick.freda@gsa.gov

GSA Contractor to Provide IT Network Support for FBI

Contract Calls for End-to-End Systems Engineering to Design IT Enhancements

Alion Science and Technology Inc. will assist the Federal Bureau of Investigation upgrade its information technology infrastructure under a time and material contract valued at $6.94 million. The award calls for Alion to conduct end-to-end systems engineering to design IT enhancements that will provide for timely and reliable information exchanges within the agency and with the law enforcement community, according to a June 14 company announcement. Alion's work will include program management, engineering, design implementation for both copper and fiber optics; drawing review, material management and acquisition support; and risk mitigation and system support planning.

Once completed, the project will provide the FBI with a multilayer secure cable plant computer network service and other data networks, the company said. Awarded under the General Services Administration's Alliant contract vehicle, the task order will support the FBI's goals of IT upgrades for the network center, the J. Edgar Hoover headquarters building, and an enterprise-wide upgrade for resident agent/field offices. When completed, the consolidated network configuration will be interfaced with other facilities, including FBI partner locations.

The three-year period of performance runs through March 24, 2013.
Alion's partner is Grove Resources Solutions Inc.

Alion, of McLean, Va., ranks No. 41 on Washington Technology's 2010 Top 100 list of the largest federal government prime contractors.

For more information, visit **www.gsa.gov/alliant**.

SKILCRAFT®

GSA Advantage!®

Feature Security

VISTA Secure Gel Ink Pen

▶ Specially formulated ink that aids in preventing check and document fraud and helps preserve document integrity and security

▶ Ink absorbs into the fabric of the paper and cannot be removed or altered using everyday household chemicals

▶ Retractable, refillable, smooth flowing gel ink pen provides the permanence of ball point ink with the smooth feel of rollerball

▶ Latex-free rubber grip for added writing comfort

▶ Security clip prevents ink leaking on clothing

▶ Pigmented gel ink is acid free and archival safe

▶ Intense color ink pigment will not fade, smear or run

▶ Tinted barrel allows for ink supply visibility

NEW

7520-01-574-5970
0.7mm Medium Point, Black Ink.....3 per Pack.....PG
7520-01-574-5971
0.7mm Medium Point, Blue Ink......3 per Pack.....PG

Pens are shown larger than actual size.

SKILCRAFT® trademark is licensed by National Industries for the Blind
Available on **www.gsaAdvantage.gov**
also available through FEDSTRIP/MILSTRIP

Use Your GSA
SmartPay® Card

AbilityOne
PROGRAM ★ ™

Created with pride by Americans who are Blind or have other Severe Disabilities™

Veterans Technology Services Governmentwide Acquisition Contract (VETS)

Supporting Veteran-Owned and Service-Disabled Veteran-Owned Small Businesses

Using VETS GWAC supports VA's Veterans First Buying Authority and is consistent with the VA Acquisition Regulation. VA published a final rule in the Federal Register on December 8, 2009, establishing special methods for contracting with service-disabled veteran-owned small businesses and veteran-owned small businesses.

The Veterans Technology Services (VETS) Governmentwide Acquisition Contract (GWAC) is a small business set-aside contract for service-disabled veteran-owned (SDVO) small technology firms. It is the result of Executive Order 13360 that is designed to strengthen federal contracting opportunities for SDVO firms.

VETS presents a new way for federal agencies to achieve small business goals through purchase of information technology solutions from small businesses owned by service-disabled veterans.

Please note: The solicitation on this contract is closed; no additional vendors can be added to this contract at this time.

For more information, please visit www.gsa.gov/vets.

The Act and the Executive Order authorize the Department of Veterans Affairs (VA) to establish special methods for contracting with SDVOSBs and veteran-owned small businesses (VOSB). Under this final rule, a VA contracting officer may restrict competition to contracting with SDVOSBs or VOSBs under certain conditions. Likewise, sole source contracts with SDVOSBs or VOSBs are permissible under certain conditions. This final rule implements these special acquisition methods as a change to the VA Acquisition Regulation (VAAR).

VETS GWAC Features

Period of Performance February 2, 2007, to February 1, 2012, with one, five-year option.

Ordering procedures based on Fair Opportunity (FAR 16.505).

Program ceiling - $5 billion.

Two functional scope areas:

FA 1 Systems Operations & Maintenance

FA 2 Information Systems Engineering

VETS GWAC Benefits

Federal agency assistance in meeting three percent goal for contracting with service-disabled veteran-owned firms.

Pre-competed, easy-to-use contracts.

Short procurement lead time.

Training and support from VETS GWAC acquisition team.

Increased contracting opportunities for small business.

Limited protestability in accordance with NDAA 2008.

Low user fee (0.75 percent) built into contractors' ceiling prices.

VETS GWAC Interested Parties Information

Miss the VETS Solicitation? The VETS solicitation closed December 6, 2006. Firms that missed the solicitation, here are some suggested alternatives.

Veteran-owned businesses – register at the **VETBIZ.gov**, a Veteran Resources Information Web site designed to assist veteran entrepreneurs who want to start and expand their businesses in the federal and private marketplace.

Consider contacting the VETS GWAC Industry Partners directly for subcontracting opportunities.

Consider obtaining a GSA Schedule contract.

If not already done, register in CCR - Central Contractor Registration.

Monitor opportunities in FedBizOpps.

For help in finding out how the VETS GWAC can help your agency reach its goals, please contact us at **vetsgwac@gsa.gov** or by calling the Small Business GWAC Center toll free at (877) 327-8732.
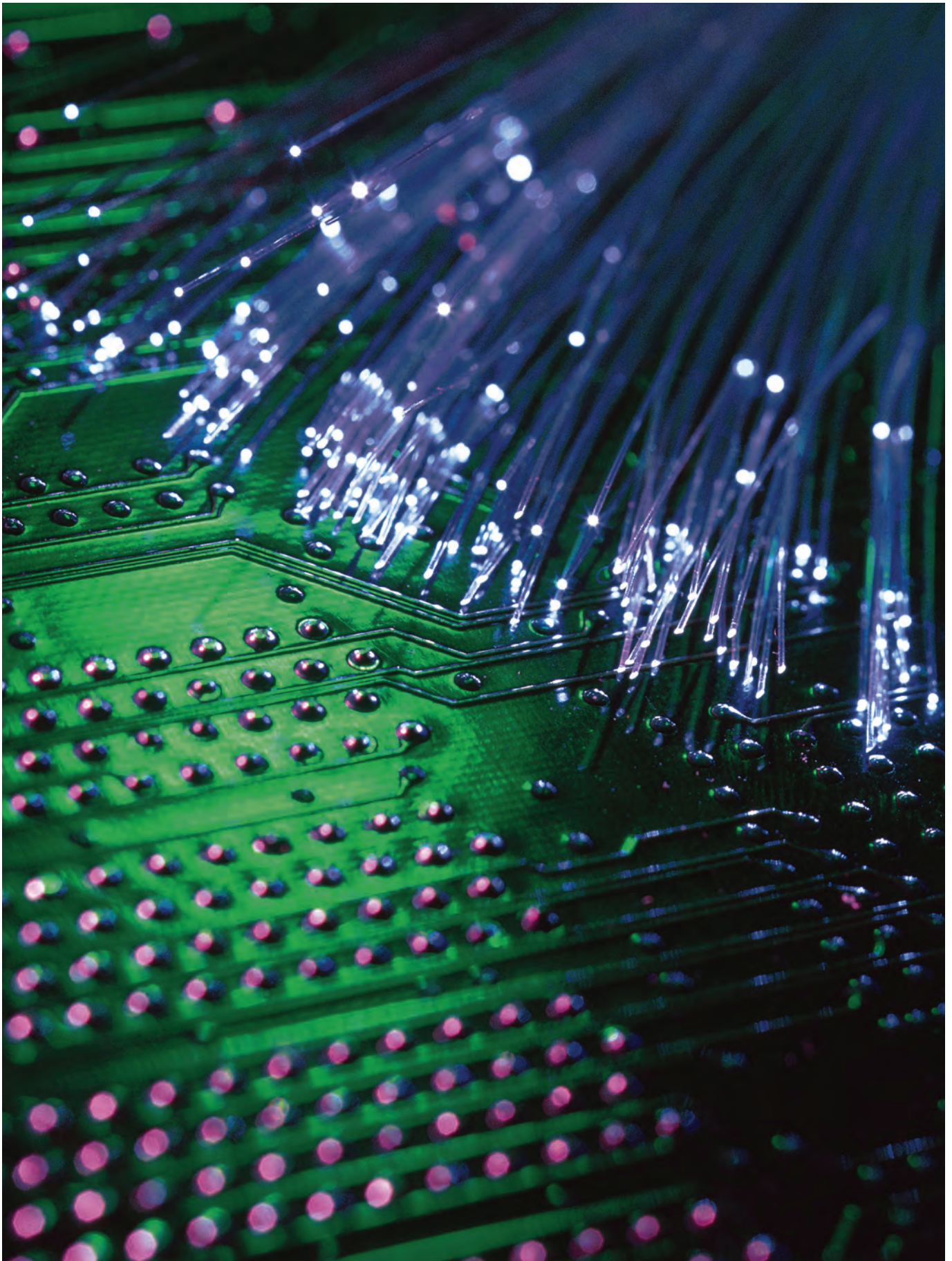
Assistive Technology:
A Gift That Keeps on Giving

Assistive technology is a vital strategy for some AbilityOne

nonprofit agencies to achieve the mission and expand business.

AbilityOne nonprofits that have made assistive technology an

integral part of their corporate culture are boosting productivity,

slashing costs and attracting more customers. Importantly,

through National Industries for the Blind (NIB) and NISH, two

AbilityOne central nonprofit agencies, they are creating many

new employment opportunities for people who are blind or

have other significant disabilities in job functions that were

unattainable previously.

BH Services employee, Eric Rude, uses a handheld barcode scanner for shelf stocking at the commissary of the Ellsworth Air Force Base in South Dakota. It has enabled AbilityOne employees at the commissary to stock shelves four times faster than was previously possible using pen and paper.

Assistive technology may be defined as any system or device that increases an individual's functional independence. Too often, the term evokes images of expensive engineering and high-tech devices when, in fact, most assistive technologies can be achieved quickly and inexpensively.

"Budgets need not be high," said NISH Rehabilitation Engineer, Paul Nishman. "Most assistive technology solutions are cheap or free." Nishman's colleague, NISH Rehabilitation Engineer, Kevin Ryan, agreed, "Making the work environment more accessible is easy if you take the time and ask simple questions. We encourage people to look at the work environment and identify small changes that will make things more productive for people with disabilities. One of the most effective ways to learn is to try small changes. We learn more about the real requirements when we try things that do not work than when we spend a lot of time doing research on what we think the requirements are."

Case studies from two AbilityOne nonprofit agencies, BH Services/Black Hills Workshop and Peckham, Inc., illustrate the beneficial impacts organizations have experienced by making assistive technology everyone's responsibility.
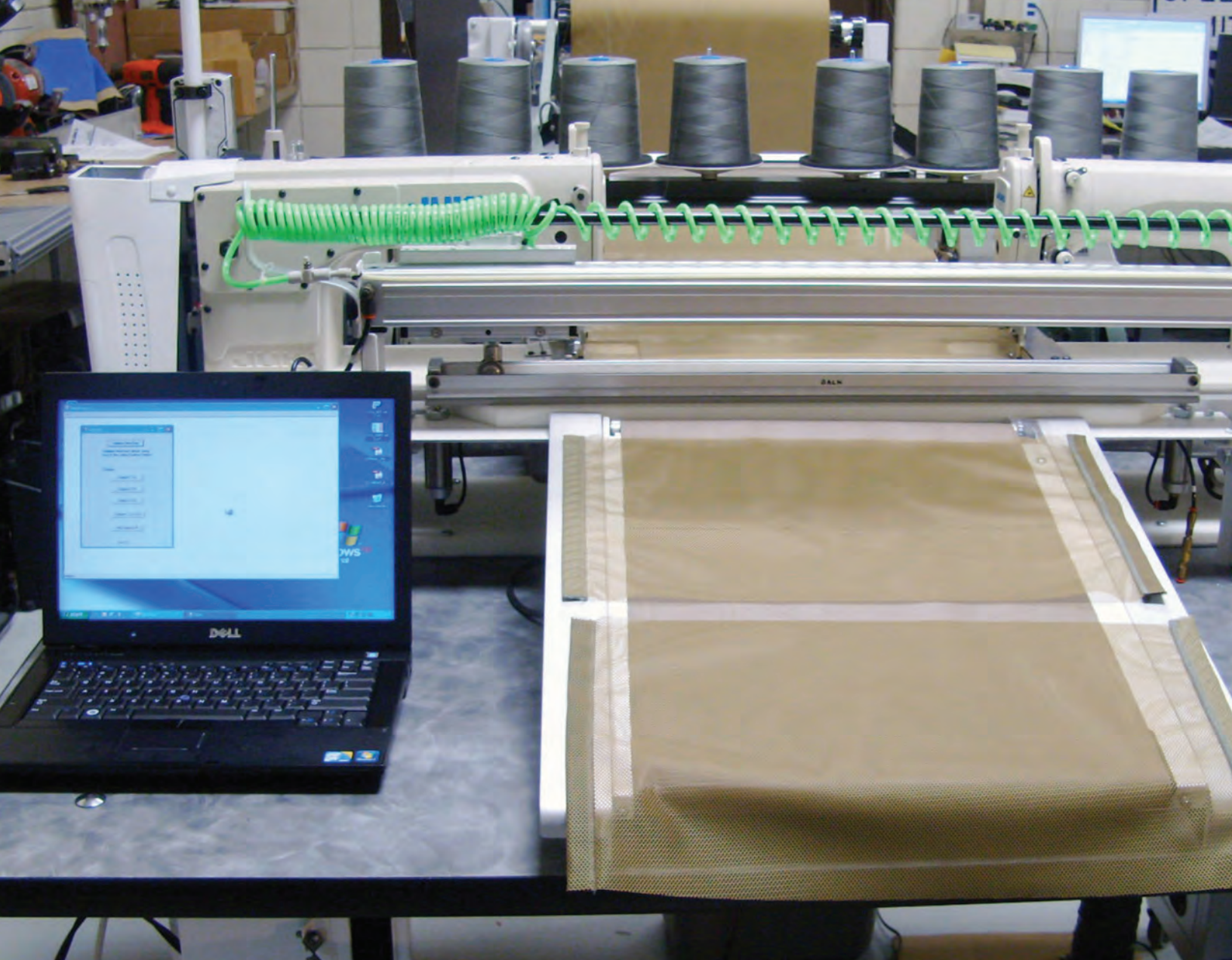
BH Services

Marty Krause, vice president of operations for BH Services in Rapid City, S.D. notes that he and his colleagues in leadership positions support assistive technology activities and encourage employees at all levels of the organization, including the individuals with disabilities that they serve,

to make it a priority. "What we like is when the staff come to us and say we can make this work better," Krause said. "And the people served need to come to us with ideas. Most of the time, the people doing the job have the answers."

BH Services won the 2008 NISH Assistive Technology Award and collaborated with Nishman and Ryan in testing a handheld barcode scanner, an assistive technology designed to streamline commissary management. The scanner is linked to a database and programmed with simplified processes for commissary management. The simplification of previously complex tasks has cut the amount of training time required for an individual to become proficient in writing orders. It operates with text or verbally, so it is also can be used by nonreaders. It has made shelf stocking more efficient for those who were able to perform the tasks already, and it has created new job opportunities for those who did not have the necessary skills. BH Services also has collaborated in the development of a "Pack-and-Go" Modification for mobile custodial crews and telephone adaptations for those with visual or manual disabilities.

More than 180 people with disabilities are employed by BH Services to perform custodial, commissary, food services, mail operations, base supply store, switchboard operations and other functions via AbilityOne Program contracts valued at $5,571,437 annually. Key federal customers include the Defense Commissary Agency, the Department of Defense, and the General Services Administration.

This machine replaces four others and allows people with significant disabilities to manufacture AbilityOne products successfully.

A Mindset

A key objective for the use of assistive technologies at BH Services is to encourage and allow people with significant disabilities to become more competitive in their work setting. Colleen Ronning, vice president of support services at the nonprofit, described the agency's philosophy toward assistive technology as an ongoing assessment of how an employee who is blind or has other significant disabilities can be more productive, independent, experience a sense of accomplishment and improve the quality of their work.

"It is a mindset," Ronning added. "It is constantly looking for ways for people to do it on their own. It does not have to cost much and or be a high-tech computer to make a

difference. When a person with disabilities can complete their job without others regularly assisting them, providing more instruction and reviewing quality, they have a greater sense of pride and accomplishment."
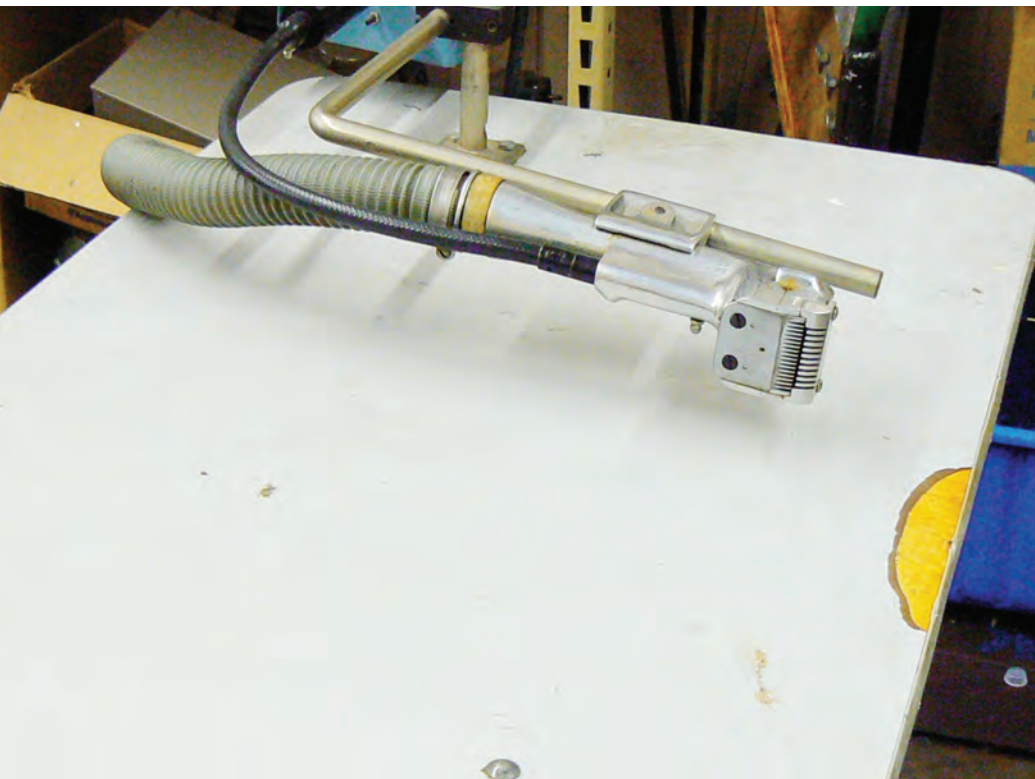
Engaging Community Partners

Assistive technology has been elevated within BH Services by reaching out to community partners and holding special events. BH Services has held assistive technology fairs for staff, clients and their families that feature vendors and researchers. Some providers of assistive technologies are invited by the nonprofit to train staff on how to utilize new devices and processes. The AbilityOne nonprofit agency also has a

longstanding partnership with the South Dakota School of Mines and Technology. Engineering students have performed environmental assessments of BH Services work sites, conducted research and designed solutions that help employees with disabilities work better. For example, engineering students showed BH Services how to improve efficiency and the quality of one custodial services contract by analyzing process flows and making equipment recommendations.

Appoint a Champion

One of the most effective ways to make assistive technology part of an organization's corporate culture is to give a person or group responsibility for championing it to

The trimming machine is attached on the table so that team members only need to bring the material to the machine.

appropriate staff. "It is important that the person has the resources, particularly enough time, to carry out their responsibility," Nishman said. "They need not be an engineer or a technical person, just a good communicator with a willingness to learn."

Ryan concurred. "I think one of the most significant ways to make assistive technology part of the corporate culture is to demystify it," Ryan said. "Some organizations may believe they need an engineer or a huge budget, but all they need to make a positive impact is a desire to help and time."

Peckham, Inc.

A three-year grant from Michigan Rehabilitation Services enabled Lansing, Michigan-based Peckham, Inc. to appoint an individual responsible for evaluating and implementing assistive technologies throughout the organization. During those three years, Peckham, also an AbilityOne nonprofit, developed detailed plans for increasing productivity and opening new job opportunities for people with disabilities. "Assistive Technology became a part of our culture," said Greta Wu, Senior vice president of human services at Peckham. "Now we always think, will assistive technology help us to provide more job opportunities for our clients and make it possible to perform better and more efficiently?"

Peckham assists 6,000 people with disabilities and barriers to employment annually and employs 1,750 people

About The Trimming Machine:

Team members who work in the quality assurance area use nippers to trim the materials requiring good hand control and strength. Repetitively using nippers can be painful to an individual's hands. The trimming machine is designed to solve these issues by attaching the automated trimmer to a table. Team members simply bring the material to the machine and it does the trimming. One of the great advantages of using the trimming machine is it can significantly reduce the possibility of injury from the nippers.

with disabilities via the AbilityOne Program. Key products and services performed by the agency include apparel manufacturing, supply chain services and business services. Peckham's AbilityOne Program contracts are valued at $126 million annually. Today, everyone at Peckham is a champion of assistive technology. The agency no longer has one person dedicated to it, rather they have incorporated the idea that everyone should be focused on helping each individual be successful at Peckham, including understanding and implementing any assistive technology needs.

Documentation, Education & Recognition

Peckham has created a catalogue of accommodations it has implemented over the years. This serves as a reference for staff and clients and assists in looking for the development of new solutions. Descriptions and photos of the latest accommodations are continuously shared internally with all employees. Peckham lauds individuals that promote and help implement assistive technology solutions. It organizes workshops to continue to educate staff about assistive technology and all of these efforts are supported and endorsed by leadership.

Peckham understands how the use of assistive technology can directly improve the bottom line. One sewing project that required four people, two machines, and very high skills to complete the job was redesigned so one person, even with significant disabilities, could complete the task correctly every time. In that case, the accommodations made the job available to more people with disabilities; increased efficiency, quality, and productivity; and reduced costs.

Keep It Simple

Another Peckham example highlights the simplicity of many accommodations and the importance of involving clients in developing solutions. A group of clients with Obsessive Compulsive Disorder (OCD) could not efficiently assemble parts because they felt compelled to reposition each part in the bucket where it was placed

before moving to the next step in the process. In collaboration with clients, Peckham staff developed a cover for the buckets with a small hole at the top that was just large enough to insert an assembled part. Since the clients could no longer see the contents of the bucket, they no longer felt motivated to spend time repositioning each assembled part. Peckham engaged the clients in designing the bucket cover, including its color and decorations, so everyone felt fully invested in using it correctly.

"We always approach assistive technology solutions with the goal of them being simple, practical and attractive," Wu said. "It has to be eye appealing so the client will be motivated to use it. We also focus on utilizing existing materials rather than buying new items. The majority of our designs did not require us to purchase anything at all. We just used recycled parts."
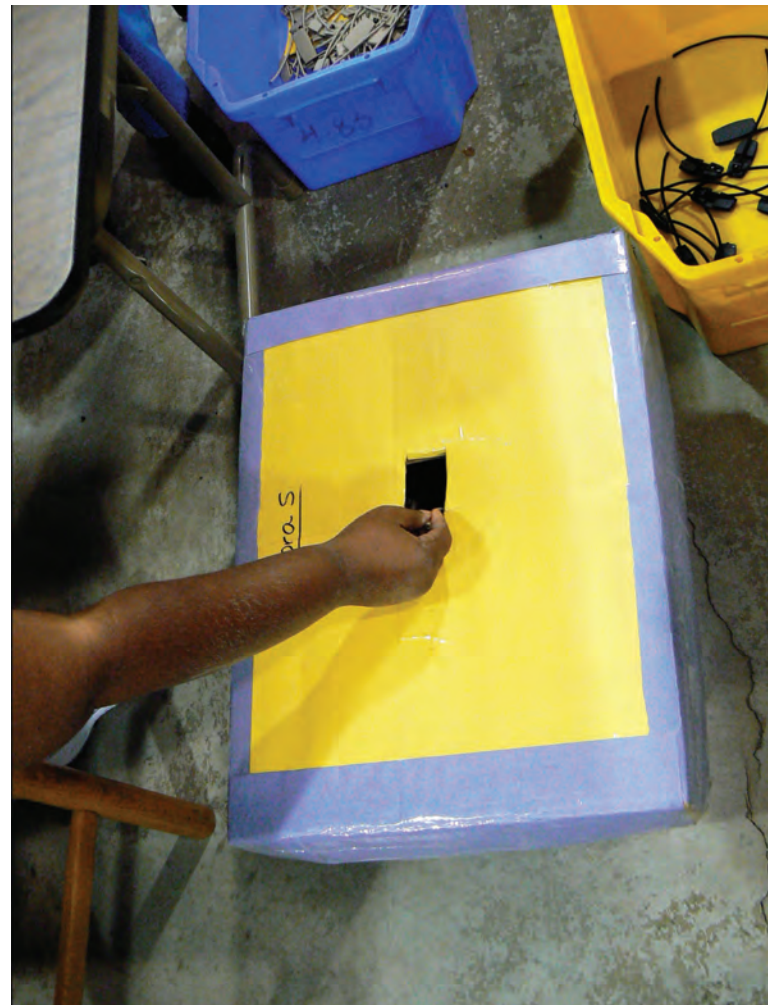
Bucket covers help AbilityOne employees increase their productivity.

Achieving the Mission

"If I can point to one thing that is the most rewarding about using assistive technology, it is watching individuals who many people never thought were capable, lead productive lives on a par with any of their co-workers," Nishman said.

"I don't see how an agency cannot put assistive technology front and center as a critical activity for achieving the mission," Wu added. "It requires an investment in cultivating the interest, resources, and willingness to use assistive technology by your staff."

Assistive technology makes more options and job opportunities available to people who are blind or have other significant disabilities. Through the AbilityOne Program, more than 45,000 people are able to find gainful employment, some because of the technology available today.

Seeking An Assistive Technology?

For more information from NISH about improving job productivity and accessibility, please contact Paul Nishman at pnishman@nish.org or (206) 272-3506.

The Committee for Purchase From People Who Are Blind or Severely Disabled is the independent Federal agency that administers the AbilityOne Program, which generates employment for individuals who are blind or have other significant disabilities. NIB and NISH are two central nonprofit organizations that have been designated by the Committee to help federal agencies and nonprofit organizations that employ persons with significant disabilities participate in the AbilityOne Program. The AbilityOne Program's primary

*means of achieving its employment goal is by facilitating federal Government purchases of supplies and services from nonprofit agencies employing this population. **For more information about the AbilityOne Program, please contact the Committee for Purchase From People Who Are Blind or Severely Disabled at info@abilityone.gov, National Industries for the Blind at info@nib.org, or NISH at info@nish.org.***

Federal Relay Service(FedRelay)

GSA's Federal Relay Program (FedRelay) provides telecommunications services to allow individuals who are deaf, hard of hearing, and/or have speech disabilities to conduct official business with and within the federal government. The Federal Relay Service provides service to the public and to federal agency personnel.

How FedRelay Works

Sprint is the only authorized service provider on the Federal Relay Program, and there are several modes that are available to facilitate communication.

TTY/ASCII

Individuals who are deaf or hard-of-hearing use a TTY or PC to type a conversation. A relay operator voices the typed conversion to a hearing person and then types the hearing person's spoken response to the TTY user. Service is available seven days a week, 24 hours a day.

Toll free and toll access numbers for Federal Relay are:
- (800) 877-8339 TTY(Text Telephone) / ASCII (American Standard Code For Information Interchange) Hearing callers wait for the operator or call:
- 866) 377-8642 Voice
- (877) 877-6280 VCO (Voice Carry Over)
- (877) 877-8982 Speech-to-Speech
- (800) 845-6136 Spanish
- (800) 877-0996 Customer Service (Voice/TTY, ASCII and Spanish)
- (866) 893-8340 TeleBraille

From non-domestic locations the number is (605) 331-4923.

Speech to Speech (STS)

A person with a speech disability or voice synthesizer speaks directly to the called person. A specially–trained

relay operator acts as the speech-disabled user's voice by listening and repeating the speech-disabled user's dialogue if necessary. Service is available seven days a week, 24 hours a day.

Toll free and toll access numbers for Federal Relay are:
- (800) 877-8339 TTY(Text Telephone) / ASCII (American Standard Code For Information Interchange) Hearing callers wait for the operator

or call:
- 866) 377-8642 Voice
- (877) 877-6280 VCO (Voice Carry Over)
- (877) 877-8982 Speech-to-Speech
- (800) 845-6136 Spanish
- (800) 877-0996 Customer Service (Voice/TTY, ASCII and Spanish)
- (866) 893-8340 TeleBraille

From non-domestic locations the number is (605) 331-4923.

Captioned Telephone (CapTel)

An individual who is deaf or hard-of-hearing dials another party using a captioned telephone. The CapTel phone automatically connects to a captioning relay service center where a specially-trained relay operator transcribes the called party's responses into text (captions). Captions appear on a display on the CapTel phone. Service is available seven days a week, 24 hours a day.

IP Relay

This is a web-based version of TTY/ASCII service. Service is available seven days a week, 24 hours a day.

Relay Conferencing Captioning (RCC)

Individuals who are deaf or hard-of-hearing can participate in teleconference calls. Real-time text is streamed to the user's internet-connected computer. Service is available 8 a.m. to 5 p.m. local time with 24-hour reservation.

Video Relay Service (VRS)

An individual who is deaf (using a video camera) signs to a video interpreter (VI). The VI voices the conversation to a hearing person on a standard phone and then the VI signs back to the deaf person on a computer or television screen. Service is available 7:00 a.m. to 8:00 p.m. Monday through Friday Eastern time.

Federal Video Relay:
- Videophone (VP)
  - o English: myfedvrs.tv
  - o Spanish: espanol.myfedvrs.tv
  - o Voice CarryOver (VCO): vco.myfedvrs.tv
  - o Customer Service: help.myfedvrs.tv
- Web site (webcam)
  - o Current Web site address of www.fedvrs.us will automatically redirect to www.myfedvrs.us
- ISDN
  - o ISDN users call FedVRS: (877) 709-5798
  - o Hearing users calling ISDN FedVRS users: (877) 709-5801
  - o Customer Service: help.myfedvrs.tv

For more information, visit **www.gsa.gov/fedrelay**.

A stellar meeting choice on the GSA Schedule

Value. Productivity. Expertise. With 20+ years of government experience, we'll host your offsite programs brilliantly. Count on The National Conference Center for a focused learning environment, economical per diem rates— and now a quick and easy purchase.

877.363.3108
sales@conferencecenter.com
GSAmeetings.com

Meetings for up to 1800 • Onsite AV Resources
Guest Accommodations • Dining & Recreation

THE
NATIONAL
CONFERENCE
CENTER®

Leesburg, VA
12 miles from Dulles
45 minutes from DC

Consider FedRooms® for Leisure Travel Plans!

FedRooms Tales

Rest Assured

By Garlette Jordan

Gabrielle, a long time GSA employee and her husband Gary, a Treasury employee, were going to visit family in Chesapeake, Virginia for the Thanksgiving holiday. Gabrielle and Gary had two dogs and needed to find a hotel that was pet friendly. Gary had traveled frequently for work and had accumulated quite a few reward points as a result of staying with the same hotel chain. Gabrielle decided to check out FedRooms® in hopes of finding a place to meet their needs and to possibly use the hotel reward points.

Gabrielle and Gary settled on a dog friendly FedRooms® property where they could redeem Gary's hotel loyalty points. However, they also found an additional dog friendly FedRooms® property and jotted down the address for future reference. Gabrielle and Gary checked into the property and paid a $75 non-refundable security deposit for their dogs. The hotel was a midgrade suite-type property which included a small kitchen (with a stove, refrigerator, and microwave) along with a sofa bed.

After staying at their selected property for a couple days, Gabrielle and Gary decided to visit the other FedRooms® property in anticipation of making reservations for a future visit to Chesapeake. Wow! What a property! Gary was upset that they didn't choose to stay there instead. It was a very modern property with a sleek bar and pool table in the lobby. There was a refundable pet fee, and the dogs were given beds, treats, and toys. Gabrielle, Gary and the dogs will definitely be staying there when they return to Chesapeake for future family visits. They will even look to see if that hotel is located in other cities when traveling. Plus, the property also has a loyalty program which is an added perk!

Remember to check out FedRooms® when planning work-related or leisure travel. Rest assured you got the best hotel rate.

For more information about FedRooms, go to GSA's Web site at **www.gsa.gov/fedrooms** and click on the FedRooms hyperlink to access the reservation booking tool.

These are actual travel experiences. The travelers' names have been changed to protect their privacy and hotel names omitted in fairness to other participating properties.

On The Horizon

FedFleet 2010

By Jacquie Perry

The 10th National Motor Vehicle and Aviation Workshops and Exhibition (FedFleet 2010) "On the Horizon" was held July 13 – 15, 2010, at the Phoenix Convention Center, in Phoenix, Arizona. The workshops provided outstanding annual training focused on fleet management of motor vehicles and aircraft. This year, training sessions on boat management were added. The event was a huge success: 1736 registrants; 1571 attendees, of whom 42 percent were new attendees; and 182 exhibitors, of which 50 were first timers. In addition, many initiatives were put in place to support the "go green" policy. A few of the initiatives were: reusable stainless steel water bottles were provided to the attendees and water stations were placed in meeting rooms and common areas; pages in the program provided for note taking and workshop evaluations were made from 100 percent post-consumer waste paper; and the overall attendee evaluation, attendee roster, and conference certificates were made available electronically. An important part of FedFleet is the annual awards presentation. The winners of the Bob Baker Fleet Manager of the Year Awards are Valorie Ferguson (USAF) for military small fleets, David D. Everest (USAF) for military large fleets, and Scotty R. Martin (DOI/FWS) for civilian large fleets.

Valorie "Lori" Ferguson

Military – Small Fleets

Ms. Ferguson is the Vehicle Fleet Manager for Hanscom AFB. She manages over 130 GSA vehicles and 138 government assets valued in excess of seven million dollars. She manages the GSA leased vehicle fleet, to include monthly billing, rotational priorities, and frequencies.

Ms. Ferguson has personally implemented and managed a comprehensive briefing and inspection process to enhance the Air Force's Special Interest ensuring the Vehicle Fleet is safe and serviceable and in complete compliance. This no-notice and spot inspection practice has led to a 97 percent in-compliance rate, above the command goal of 95 percent. Additionally, she implemented a Certified Forklift training and licensing program in accordance with OSHA requirements.

Ms. Ferguson has been instrumental in the administration of a fleet reduction to a level that generated an annual saving yet maintained a workable level without degradation of services. She closely follows Executive Order 13423 and the Energy Policy Act when ordering new GSA vehicles entering into the vehicle fleet.

Ms. Ferguson serves as the Transportation representative in the Deployment Control Center communicating with Unit Deployment Managers to ensure all requirements are met within a timely manner. She manages all troop movements from pick-up to deployment and at times does so working a 22-hour shift because of personnel shortages.

David Everest
Military – Large Fleets

Mr. Everest is the Fleet Manager at Edwards AFB. He manages a GSA Fleet of 538 vehicles valued at 15.4 million dollars and an Air Force owned vehicle fleet of 350 vehicles valued at 46 million dollars.

Mr. Everest was instrumental in getting Compressed Natural Gas (CNG) stations installed at the Air Force Research Lab. As a result, organizations previously exempted from CNG use are now authorized to drive CNG vehicles and comply with E.O. 13423 and the Energy Policy Act of 2005. Mr. Everest coordinated with the base agencies on a low speed vehicles initiative. He briefed the base vehicle control officers of the requirement to use such vehicles and initiated a plan of action which has resulted in 53 vehicles converted to low speed vehicles.

Over 49 percent of the vehicle fleet composition is alternate fueled with those numbers increasing each acquisition cycle because of Mr. Everest's efforts. He aggressively requisitioned alternative fueled vehicles when available and enforced their use. He requested E-85, electric, hybrid, and CNG options for all new vehicle acquisitions. He also championed the required use of bio-diesel fuel.

During the 2009 Headquarters compliance inspection, Mr. Everest was recognized as a Vehicle Management and Analysis Outstanding Team and Individual Performer. His programs were rated exceptional.

Scotty Martin

Civilian – Large Fleets

Scotty Martin is the National Fleet Manager for the U.S. Fish and Wildlife Service. He manages 7,140 vehicles worth over 190 million dollars through eight core and three administrative programs in nine separate regions.

Mr. Martin wrote performance improvement plans for two regions which were implemented immediately and resulted in improvements to two categories, from "Red" to "Green," on the Transportation Scorecard for each region.

Due to a sudden change in the way Canadian insurance companies interpret liability laws, insurers discontinued liability policies for all U.S. Government vehicles traveling in Canada leaving employees open to personal liability exposure. Mr. Martin collaborated with Canadian Insurance Agencies, Office of the Solicitor, and domestic vendors to find affordable coverage for all government vehicles traveling in Canada, resulting in substantial savings to the regions and other agencies.

In addition, Mr. Martin established a method to apply for vehicles under the American Recovery and Reinvestment Act. As a result of his work, the Service received over 525 replacement vehicles with an estimated value of over 11.9 million dollars. Coupled with "in-house" replacements, the Service was able to replace 10.3 percent of its fleet with more fuel efficient vehicles. Based on miles driven by the replaced vehicles, increases in fuel efficiency are expected to reduce petroleum fuel use by 54 percent in 2010.

Visit our Web site at **http://www.gsa.gov/vehiclepolicy** to obtain nomination criteria and instructions. Please submit nominations, including the nomination form, in the required format by January 31, 2011. For further information contact Jacquie C. Perry at 202-501-3347 or **jacquie.perry@gsa.gov**.

GSA
SmartPay®
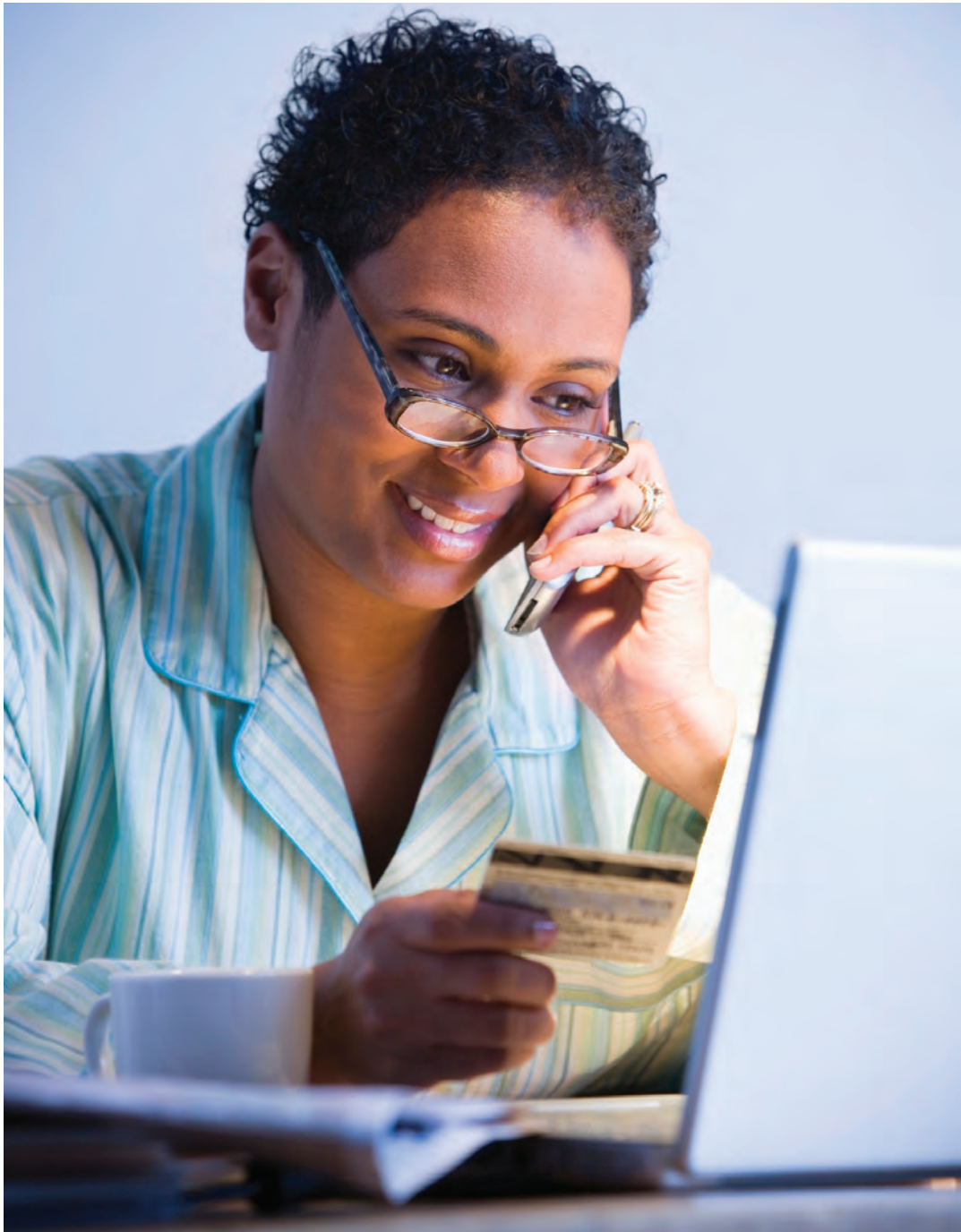
Beyond the Cards

Under the GSA SmartPay® program, there are more than just plastic charge cards available to support agency mission delivery. The GSA SmartPay 2 master contracts offer products and services to improve security, control, and oversight; reduce paper and administrative costs as well as other innovative ways to better leverage government spending while increasing transparency and accountability.

*G*SA has three contractor banks which provide services through the GSA SmartPay 2 master contracts. The three GSA SmartPay 2 contractor banks, Citibank, JPMorganChase, and U.S Bank; offer several robust services, solutions, and capabilities that enhance and accommodate agencies as they look to innovate beyond standard plastic charge cards.

Innovative products and services under the GSA SmartPay 2 master contracts include but are not limited to:

Stored Value Cards which have a specific dollar amount which is paid in advance from agency funds and loaded onto the card. These cards have a single value load or can be reloaded on a recurring basis.

Declining Balance Cards which have the same functionality as basic charge cards but the limits do not have to refresh each month. These cards are centrally billed accounts and are paid for by the agency much like the Purchase, Travel, or Fleet Centrally Billed Accounts (CBAs). This type of card can be set up for a specific purpose or for a specified time period where the card account is set with a pre-determined credit limit. The credit limit can be reset as needed or the card becomes inactive once the balance is used. Agencies do not pay the amount on the card in advance since it works like a traditional Centrally Billed Account, allowing for greater oversight and control.

Cardless Accounts come in multiple types and uses where a physical (plastic) charge card is not necessary. Examples of cardless accounts include:

- **Ghost Cards** for preferred suppliers where an account number is typically held by the vendor allowing for many authorized agency personnel to purchase from this vendor without having to use multiple cards or accounts.
- **Virtual Cards** which are single use account numbers that may be used during a limited time period, for a limited amount, and/or for a specific vendor.

Contactless Chip Cards have a chip and antenna integrated within the plastic in addition to the traditional magnetic strip on the back of the card. Rather than swiping the card, the contactless chip card is placed over a RFID (Radio-Frequency Identification) reader in order for the transaction data to be captured. These cards use highly secure data transmission standards and are considered difficult to compromise.

Foreign Currency Cards are issued and billed within a specific local currency other than U.S. dollars.

Data Mining is available for agencies that wish to analyze spending trends and patterns.

Net Billing ensures that merchant discounts or rebates offered are deducted at the point of sale, guaranteeing discount arrangements.

Email Alert Service provides automatic email alerts for charge card transactions to program coordinators, approving officials and/or supervisors.
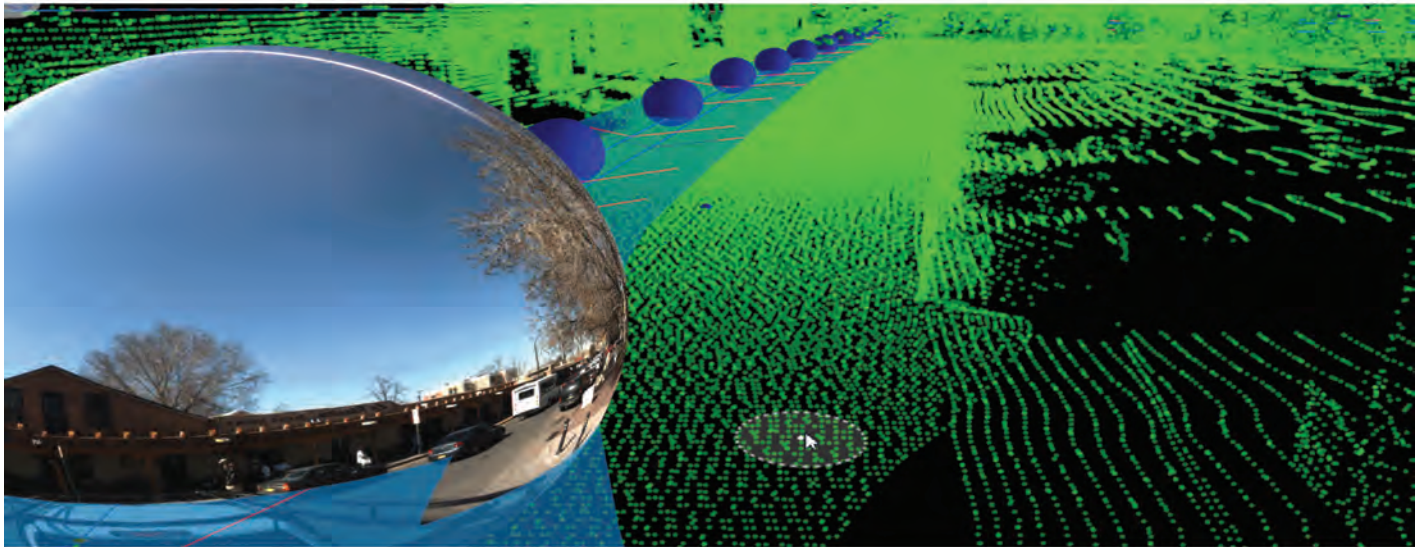
For further information on how your agency might benefit from using these program offerings or for information on pilots/ successful implementations of these program offerings, please contact the Office of Charge Card Management by email at **gsa_smartpay@gsa.gov** or call the GSA SmartPay phone line at (703) 605-2808. Information can also be found on the GSA SmartPay Web site at **www.gsa.gov/gsasmartpay**.

Regional Seminars

Let GSA Be Your Guide! GSA's local informational seminars for federal employees and military personnel can answer all of your questions about the wide range of products and services offered by GSA, including supply programs, GSA's Personal Property, Fleet Management, and Travel and Transportation programs, as well as environmental solutions and AbilityOne (formerly JWOD). Contracting Officers (COs) who wish to award and administer orders against the GSA GWAC contracts must receive training and be granted a Delegation of Procurement Authority (DPA). A DPA will only be granted to warranted COs; however, others involved in the acquisition process are encouraged to participate in the training. The purpose of a DPA is to ensure that the roles and responsibilities between the GSA Contracting Officer (GSA CO) and the Ordering Contracting Officer (OCO) are clearly established, and to comply with the Office of Management and Budget's (OMB) Executive Agent designation to GSA. Delegations are required by GSA's Quality Assurance Plan in accordance with the OMB guidelines.

Seminars are free; however, lodging and transportation, if required, are the attending agency's responsibility. For seminar details and online registration, go to our Web site at **www.gsa.gov/events**, or contact your local representative at one of the numbers listed on the following page.

We'll Come To You!

GSA can customize training seminars to your needs at your location! Call your local group specials point of contact in the following list for more information.

New England — Connecticut, Maine, Massachussetts, New Hampshire, Rhode Island, and Vermont

> Annie Khun
> (617) 565-7300
> annie.khun@gsa.gov

New England Group Specials:
> Bob Cobbett
> (617) 565-7303
> robert.cobbett@gsa.gov

Northeast and Caribbean — New Jersey, New York, Puerto Rico, and Virgin Islands

> Christine Lincoln
> (917) 282-4933
> christine.lincoln@gsa.gov

Northeast and Caribbean Group Specials:
> Brian Smith
> (212) 264-3930
> brian.smith@gsa.gov

Mid-Atlantic — Delaware, Maryland, Pennsylvania, Virginia, Washington, DC, and West Virginia

> Angela Griffin
> (215) 446-5047
> angela.griffin@gsa.gov

Europe, Africa, and the Middle East:
> Tom Meiron
> DSN (314) 320-3557/3558
> COM 49-69-692-208
> thomas.meiron@gsa.gov

Ask about our group specials.

Southeast Sunbelt — Alabama, Florida, Georgia, Kentucky, Mississippi, North Carolina, South Carolina, and Tennessee

> Adrian Wiley
> (404) 331-3060
> adrianr.wiley@gsa.gov

Ask about our group specials.

Great Lakes – Illinois, Indiana, Michigan, Minnesota, Ohio, and Wisconsin

> Marilyn Giusto
> (866) 333-4472
> marilyn.giusto@gsa.gov

Ask about our group specials.

Heartland — Iowa, Nebraska, Kansas, and Missouri

> Tom Brown
> (816) 823-2009
> thomasf.brown@gsa.gov

Ask about our group specials.

Greater Southwest/Rocky Mountain Region –
Arkansas, Colorado, Louisiana, Montana, New Mexico, North Dakota, Oklahoma, South Dakota, Texas, Utah, and Wyoming

Cindy Yandell
(817) 574-2479
cindy.yandell@gsa.gov

Ask about our group specials.

Pacific Rim — California, Arizona, Nevada, Hawaii, and the Far East

Katina Watson
(877) 836-4859
katina.watson@gsa.gov

Hawaii and the Asia Pacific Region
Kristine Fujishige
(808) 541-1775
kristine.fujishige@gsa.gov

Ask about our group specials.

Northwest Arctic – Washington, Oregon, Idaho, and Alaska

Lorraine Morrow
(253) 931-7101
lorraine.morrow@gsa.gov

Worldwide Travel and Transportation Training

FY 2011

FEDERAL TRAVEL REGULATION ONLINE TRAINING NOW AVAILABLE!

Take advantage of all the specialized training available to you from the GSA Professional Development and Training Section. In addition to attending our scheduled courses detailed inside, you also have the option of arranging to have us hold any class listed in this catalog for your group — at the site of your choice! Students may come from your own organization, or you may consolidate with other federal, state, or local government agencies to fill a class. We'll also customize any course for your organization or develop a new course to meet your special needs.

To discuss "Group Specials" and customized courses, special services and rates, please call the GSA Professional Development and Training Section at (703) 605-0555, or email **travel.training@gsa.gov**.

HOW TO REGISTER

Fill out a completed registration form (available on our Web site at **www.gsa.gov/traveltraining**) and send via:

Fax – (703) 605-2188

Email – travel.training@gsa.gov

Mail –
Attn: Registrar
GSA, Professional Development and Training Section
2200 Crystal Drive, Suite 300
Arlington, VA 22202

For a complete course listing, please visit **www.gsa.gov/traveltraining**. For any additional questions, contact us at (703) 605-0555, or send an email to **travel.training@gsa.gov**.

All GSA Training Courses are Continuing Learning Point (CLP) certified.

Special Needs
Employees with special needs, who are attending training, please call the GSA Professional Development and Training Section at (703) 605-0555, or email **travel.training@gsa.gov** to discuss special arrangements.

Adverse Weather and Government Closure
The GSA Professional Development and Training Section reserves the right to cancel any training session that may be affected by adverse weather, federal emergency, or government related closure. Training will be cancelled and rescheduled at a later date. GSA will not be responsible for any additional travel expenses incurred by the student or his/her agency due to adverse weather, federal emergency, or government related closure.

Dress Code
When attending GSA Training, the dress code is business casual for both civilian and uniform attendees.

Order Your Worldwide Travel and Transportation Training Catalog at www.gsa.gov/cmls

1700 – Travel Basics
One Day Course ($390)

This is a "must take" course if you are new to travel or need a quick refresher on the basic application of travel regulations, programs and procedures. All travelers should take this course to "know before they go" in order to ease the stress of official travel and avoid costly mistakes. The course "Travel Guide" serves as the course textbook as well as a handy travel reference guide! Students will learn how to plan a complete itinerary, select appropriate vendors, finalize arrangements, and complete travel documents. This course is ideal for newly hired government employees, interns, infrequent travelers, and authorizing/supervising/policy officials.

1705 – Advanced Travel Basics
Four hours ($390)

Prerequisite: Student must have successfully completed Course 1700 Travel Basics

Are you ready to travel? Learn the "steps you must take" before, during, and after a trip. Knowing the rules and regulations is the first step to simplifying the travel process. However, you also need to know the steps you must take to effectively and efficiently plan, arrange, perform, and claim your travel expenses. Take this course if you are new to travel or need a quick refresher on the use of the mandatory government travel programs, application of the Federal Travel Regulation (FTR), and the steps involved in completing official temporary duty travel. This course will cover planning an itinerary, making travel arrangements, paying for expenses, and submitting a travel claim etc.

(Note: on-the-job experience may be substituted for course 1700, please contact the Training Office at (703) 605-0555 for approval.)

1730 – Temporary Duty Travel: Federal Aviation Administration Travel Policy (FAATP)
Two days (On-site Arrangements Only)

This course teaches students how to understand and compute temporary duty travel allowances and responsibilities in accordance with the Federal Aviation Administration Travel Policy (FAA TP).

Intended for FAA personnel only: FAA travel specialists, support staff, frequent travelers, authorizing/ supervising/policy officials, new hires and interns.

This course is offered as an on-site special only. For more information, please call the GSA Professional Development and Training Section at (703) 605-0555, or email us at **travel.training@gsa.gov**.

1745 – Relocation Allowances: Federal Travel Regulations (FTR) ($1,180)

This class explains, in plain language, the allowances provided to eligible civilian employees making a permanent change of duty station. Course content: travel authorizations, advances and vouchers; service agreements; househunting and en route travel; temporary quarters; shipment of household goods/automobiles; property management; real estate expenses; miscellaneous expenses; and last move home. Fast-changing updates and streamlining of federal travel allowances make annual (or even twice yearly) training strongly advised.

1750 – Relocation Income Tax Allowances (RITA) ($1,020)

This course looks at the treatment of reimbursed moving expenses by federal tax regulations. Students learn to distinguish between federal tax regulations and the FTR in reaching correct decisions concerning the Relocation Income Tax (RIT) allowances and its impact on personnel assigned to new duty stations.

Frequent changes in tax laws and regulations make annual training advisable for those who must know how to identify and calculate allowable moving expenses and taxable income. Instructional methods include lectures and discussions. Students should bring hand calculators to class.

1755 – Shipping Household Goods and Transportation Management Services Solution (TMSS) Two-Day Course ($985)

This course examines regulations on household goods and transportation. Students review entitlement and transportation regulations, practice preparing and making shipments, and work with loss and damage claims.

Now included in Shipping Household Goods, information on Transportation Management Service Solution (TMSS) which is the first comprehensive online freight and household goods transportation management system designed exclusively for federal civilian agencies. Demonstration of this dynamic new system will enable GSA customers to effectively and efficiently manage the entire transportation process and execute the following tasks online: Rate and route shipments, book shipments, generate bills of lading, track and trace shipments, view proof of delivery, perform repayment audits, pay for transportation services, resolve service and billing disputes, file/settle loss and damage claims, generate transportation reports, perform data analysis and facilitate post payment audits.

1760 – Temporary Duty Travel Federal Travel Regulation (FTR) ($980)

This lecture course teaches students how to compute temporary-duty travel allowances and responsibilities concerning: travel authorizations; allowable transportation; Fly America Act; contract city-pair fares; per diem allowances; actual expense; eTravel Service (eTS); government travel charge card; receipt requirements; emergency travel; conference per diem allowance; miscellaneous expenses; and submission of vouchers. Fast-changing updates and streamlining of federal travel allowances make annual (or even twice yearly) training strongly advised.

1761 – Approving Officials' Responsibilities: Federal Travel Regulation (FTR) Four hours ($400)

Identify your responsibilities and requirements for issuing Travel Authorizations and approving travel claims for transportation, subsistence, and miscellaneous expense allowances in accordance with the Federal Travel Regulation (FTR). This course covers transportation allowances, contract City Pair Fares, premium class travel, per diem allowances, actual expense, miscellaneous expenses, receipt requirements, submission of vouchers, approving officials' responsibilities, and much more.

Employees the Department of Defense should attend Course 1771 Approving Officials' Responsibilities: Joint Travel Regulations (JTR), Volume 2.

1780 – Conference Planning Six-Hour Session ($680)

This course teaches students the new travel regulations on conference planning, allowing agencies to increase per diem and pay for light refreshments. Discussion includes: where to hold meetings and conferences nationwide; obtaining proposals; estimating budget costs; what's included in room rate; using approved hotel accommodations; agency requirements for conferences; and the best times to hold conferences.

2060 – Advanced Temporary Duty Travel – Federal Travel Regulation One-Day Course ($620)

This advanced course provides in-depth discussion of the statute pertaining to travel authorizations and per diem allowances for domestic and foreign travel.

Discussion includes long-term Temporary Duty (TDY) assignments, mandatory use of the contract city-pair fares, and arranging travel services in accordance with FTR amendment 2003-7, eTravel Services, effective January 21, 2004. Additional topics include the mandatory use of the charge card, when conference per diem is allowed, miscellaneous expenses, receipt requirements, and voucher submission. Fast-changing updates and streamlining of federal travel allowances make annual (or even twice yearly) training strongly advised.

3000 – Temporary Duty Travel – Federal Travel Regulation (FTR)

For more details on registration and payment, please contact the GSA Professional Development and Training Section at (703) 605-0555, or visit our Web site at **www.gsa.gov/traveltraining**.

3000 – Federal Travel Regulation (FTR) Online Course; Five hours ($250)

Stay up-to-date on fast-changing travel regulations and allowances with a new online course available 24/7. This five-hour online seminar allows frequent travelers, specialists, and supervisors to learn at their own pace while mastering ever-changing regulations. This web-based course covering FTR sections 301 and 301-4, this course teaches students how to compute temporary duty travel allowances and responsibilities concerning travel authorizations, allowable transportation, Fly America Act, Contract City Pair Fares, per diem allowances, actual expense, E-Gov Travel Service (ETS), government travel charge card, receipt requirements, emergency travel, conference per diem allowance, miscellaneous expenses, and submission of vouchers.

*The FTR online course is a condensed version of the two-day course, 1760 Temporary Duty Travel: Federal Travel Regulation.

For more information, please call the GSA Professional Development and Training Section at (703) 605-0555, or email: **travel.training@gsa.gov**.

1765 – Temporary Duty Travel:
Joint Federal Travel Regulations, Volume 1
(Uniformed Services $980)

This course teaches students to understand temporary-duty travel allowances and responsibilities for uniform members for the Department of Defense. Topics covered are: travel orders; contract travel office (CTO); allowable transportation; fly America act; contract city-pair fares; per diem allowances; meal allowances; actual expense; government travel charge card; receipt requirements; emergency travel; conference per diem allowance; miscellaneous expenses; and submission of vouchers. Fast-changing updates and streamlining of travel allowances make annual (or even twice yearly) training strongly advised.

1770 – Temporary Duty Travel:
Joint Travel Regulations (JTR), Volume 2 ($980)

This course teaches students how to understand temporary-duty travel allowances and responsibilities in accordance with the Joint Travel Regulations, Volume 2 for civilian employees with the Department of Defense. Topics covered include: travel orders; contract travel office (CTO); allowable transportation; fly America act; contract city-pair fares; per diem allowances; meal allowances; actual expense; government travel charge card; receipt requirements; emergency travel; conference per diem allowance; miscellaneous expenses; and submission of vouchers. Fast-changing updates and streamlining of travel regulations make annual (or even twice yearly) training strongly advised.

1771 – Approving Officials' Responsibilities:
Joint Travel Regulations (JTR), Volume 2
Four hours ($400)

This course provides a brief summary of selected specific responsibilities placed on authorizing or approving officials who authorize or approve temporary duty travel by civilian employees of the Department of Defense (DoD). This course covers the responsibilities for authorizing and/or approving travel and transportation allowances payable to civilian employees of the DoD. This course fully discusses the responsibilities of accountable officers interspersed with an abbreviated discussion of selected travel and transportation allowances as necessary. Topics include: applicable authorities Joint Travel Regulations (JTR), Volume 2, Defense Transportation Regulation (DTR), Department of Defense Financial Management Regulation (DoDFMR), Joint Ethics Regulation (JER), geographic terminology, travel authorization requirements, effect of travel authorization, routing of travel, scheduling of travel, variations authorized, responsibilities of accountable officers, responsibilities of authorizing officials, determining necessity for travel, determining funds availability, reviewing trip requests, and responsibilities of approving officials.

Due to the short duration of this course and the course objective, this course does not provide a detailed discussion of the rules governing temporary duty travel of DoD civilian employees at government expense. Students should attend Course 1770 Temporary Duty Travel: Joint Travel Regulations (JTR), Volume 2, if they desire a more comprehensive discussion.

Employees of civilian agencies of the Executive Branch (i.e., agencies other than the DoD) should attend Course 1761 Approving Officials' Responsibilities: Federal Travel Regulation (FTR).

1775 – Relocation Allowances:
Joint Travel Regulations, Volume 2
Three-Day Course ($1,180)

This course explains allowances provided to eligible Department of Defense civilian employees making a permanent change of duty station. Course content: travel orders, advances and vouchers, service agreements, house hunting and en route travel, temporary quarters, shipment of household goods/automobiles, property management, real estate expenses, miscellaneous expenses, and last move to home entitlement. Fast changing updates and streamlining of federal travel allowances make annual (or even twice yearly) training strongly advisable.

2070 – Advanced Temporary Duty Travel:
Joint Travel Regulations (JTR), Volume 2
One-Day Course ($620)

This course provides in-depth discussion of the statute pertaining to travel orders, per diem allowances for domestic and foreign travel, transportation allowances, mandatory use of the contract airline city-pair fares, Defense Travel Service (DTS, Fly America Act, and the Civilian Board of Contract Appeals Travel Cases). Additional topics include the mandatory use of the charge card, miscellaneous expenses, receipt requirements, and voucher submission. Fast changing updates and streamlining of federal travel allowances make annual or even twice yearly training strongly advisable.

"NEW" ON-SITE SPECIAL

1705 – Advanced Travel Basics
Four Hour Session

Prerequisite: Student must have successfully completed Course 1700 Travel Basics

This course consists of the basic rules, regulations, policies, and procedures for the approval, authorization, entitlement, arrangement, performance, and vouchering of official travel provided in the Travel Basics course, as well as a more in-depth review of necessary travel actions, requirements and procedures required before, during, and after official travel is completed.

Intended for: New hires, interns, first time supervisors, new approving officials, new travel prepares or voucher examiners

1780 – Temporary Duty Travel for Defense Contractors: Federal Acquisition Regulation (FAR) and Defense Federal Acquisition Regulation Supplements (DFARS)
Two days (Onsite Arrangements Only)

This course provides a comprehensive discussion of travel and transportation allowances payable to Department of Defense (DoD) contractors. This course covers the relevant authorities governing relocation allowances payable to DoD civilian employees and provides an explanation of relevant terminology used throughout the applicable regulations and rules governing the authorization process and travel and transportation allowances. The topics include the applicable authorities, general requirements for claiming expenses, subsistence, miscellaneous expense, and travel expenses of employees with disabilities etc.

This course is not structured for contractors with civilian agencies of the Executive Branch (i.e., agencies other than the DoD). Employees of civilian agencies and civilian agency contractors should contact the GSA Professional Development and Training Section at (703) 605-0555, or email us at **travel.training@gsa.gov**.

Rest Assured You Got the Best Rate

FedRooms® Many Benefits Include:

- 11,000+ participating hotels
- Rates are always at or below per diem
- Most hotels offer the same rate for leisure travel
- Collect hotel reward points on every room night
- Hotels are fire safe/FEMA-certified
- Cancel reservation at 4 pm or later on day of arrival, without penalty
- No charge for early check-out
- No unadvertised fees
- No room deposit (one night stay) when you reserve a FedRooms rate
- Many hotels offer the same rate/benefits to government contractors

- Book FedRooms rates with E2, FedTraveler, GovTrip, DTS or at www.fedrooms.com
- Utilize FedRooms market research tool to find group/meeting locations
- Search and select *"green certified lodging"* at www.fedrooms.com

Ask your favorite hotel for the FedRooms rate every time you travel!

FedRooms Program Contact Information

HelpDesk (800) 226-1741
www.FedRooms.gov

Accepts GSA SmartPay2

GSA FedRooms
www.fedrooms.gov

FedRooms® is Here for You – It's Your Choice

Rest Assured You Got The Best Rate.

FedRooms® Many Benefits Include:

- Over 11,000 hotels located in high demand travel destinations
- All major hotel chains are included
- Most hotels offer the same rate and benefits for leisure travel
- Collect hotel award points on every room night
- Rates are always at or below per diem
- Hotels are fire safe/FEMA-certified
- Cancel reservation by 4 p.m. (or later) day of arrival, without penalty
- No hidden costs or penalties are attached to the rate
- No charge for early check-out
- FedRooms® offer great customer support via a Help Desk
- Rates are backed by the GSA-managed, official government lodging program —— and audited to verify that there are no unadvertised hotel fees

- Available through: FedRooms.gov, E-Gov Travel Services, travel agencies, and hotel reservation call centers
- Most hotels offer the same rate and benefits for government contractors
- Use FedRooms® whenever you travel alone or attend a conference
- Make use of the FedRooms® Groups and Meetings research tool by Cvent to find potential sites for your group event.
- Simply look and book through www.FedRooms.gov – 97% of hotels listed have a link to online booking

Ask your favorite hotel for the FedRooms® rate every time you travel!

FedRooms® Program Contact Information

Help Desk (800) 226-1741 | www.FedRooms.gov

GSA FedRooms
www.fedrooms.gov

Accepts GSA SmartPay2

GSA Global Supply®

your reliable government source

CONTENTS

NEWS/UPDATES

The 2011 GSA Global Supply® Catalog

Order yours today at: **www.gsa.gov/cmls**

Also Available! 2010 Catalogs:

NEW

- Furniture and Furnishing
- Disaster Relief Products
- Mission Essentials
- Environmental Products
- Wildland Fire

Do you have a suggestion

for a new product

or a comment on

GSA Global Supply®?

E-mail to
GSAglobalsupply@gsa.gov

Shop Any Way You Like:

Online   (24 hours) **www.GSAglobalsupply.gsa.gov**

Telephone   (7:30 a.m. to 8 p.m. Eastern Time, Monday – Friday)
(800) 525-8027   DSN 465-1416

Fax Orders   (24 hours) (800) 856-7057
FEDSTRIP/MILSTRIP Standard Form 344 or
DD 1348

by mail at: GSA Global Supply (QSDACDA)
Room 6A06
819 Taylor St.
Fort Worth, TX 76102

NEW PRODUCTS

GSA Global Supply
has something new just for you!

Rubber Bands NEW

Natural or synthetic rubber bands are long-lasting and dependable. **DD** **AbilityOne** ★

ⓘ 24-month maximum shelf life (not extendable)

Size 16. Measures 1/16" wide and 2-1/2" long.

NSN 7510-01-578-3517
Price $3.49 LB

Size 18. Measures 1/16" wide and 3" long.

NSN 7510-01-578-3521
Price $3.49 LB

Size 19. Measures 1/16" wide and 3-1/2" long.

NSN 7510-01-578-3515
Price $3.49 LB

Size 32. Measures 1/8" wide and 3" long.

NSN 7510-01-578-3518
Price $3.49 LB

Size 33. Measures 1/8" wide and 3-1/2" long.

NSN 7510-01-578-3513
Price $3.49 LB

Size 54. Assorted sizes.

NSN 7510-01-578-3514
Price $3.49 LB

Size 117. Measures 1/8" wide and 7" long.

NSN 7510-01-578-3516
Color Red
Price $0.62 PG (contains 12 EA)

NSN 7510-01-578-3512
Price $3.49 LB

New Products

Laser and Inkjet Label NEW

High quality, bright white, printer labels are environmentally-friendly. Face sheet is made using 100% recycled post-consumer fiber and is processed chlorine-free (PCF). Labels are both acid-free and lignin-free and can safely be recycled. Compatible with both desktop laser and inkjet printers. **DD** SKILCRAFT® AbilityOne

ⓘ 18-month maximum shelf life (extendable)

♻ 100% Postconsumer Material

Box includes 25 sheets with 18 labels each (for a total of 450 labels).

NSN 7530-01-578-9297
Color White
Label Size 15/16" x 3-7/16"
Price $8.41 PG (contains 450 EA)

Box includes 25 sheets with 18 labels per sheet (for a total of 450 labels). Contains five sheets of each red, blue, yellow, green, and purple assorted color stripes.

NSN 7530-01-578-9300
Color Assorted
Label Size 15/16" x 3-7/16"
Price $8.41 PG (contains 450 EA)

Box includes 25 sheets with 30 labels each (for a total of 750 labels).

NSN 7530-01-578-9292
Color White
Label Size 1" x 2-5/8"
Price $8.41 PG (contains 750 EA)

Box includes 250 sheets with 30 labels each (for a total of 7,500 labels).

NSN 7530-01-578-9290
Color White
Label Size 1" x 2-5/8"
Price $51.60 BX (contains 7500 EA)

Box includes 25 sheets with 20 labels each (for a total of 500 labels).

NSN 7530-01-578-9296
Color White
Label Size 1" x 4"
Price $8.41 PG (contains 500 EA)

Box includes 50 sheets of eight name badges each (for a total of 400 badges).

NSN 7530-01-578-9299
Color White
Label Size 2-1/3" x 3-3/8"
Price $28.79 BX (contains 400 EA)

Box contains 25 sheets with 10 labels each (for a total of 250 labels).

NSN 7530-01-578-9293
Color White
Label Size 2" x 4"
Price $8.41 PG (contains 250 EA)

Box includes 25 sheets with 6 labels each (for a total of 150 labels).

NSN 7530-01-578-9295
Color White
Label Size 3-1/3" x 4"
Price $8.41 PG (contains 150 EA)

Box includes 100 sheets with six labels each (for a total of 600 labels).

NSN 7530-01-578-9294
Color White
Label Size 3-1/2" x 4"
Price $27.13 BX (contains 600 EA)

Box includes 25 sheets with one label each (for a total of 25 labels).

NSN 7530-01-578-9291
Color White
Label Size 8-1/2" x 11"
Price $8.41 PG (contains 25 EA)

Box includes 100 sheets with one label each (for a total of 100 labels).

NSN 7530-01-578-9298
Color White
Label Size 8-1/2" x 11"
Price $27.13 BX (contains 100 EA)

NEW PRODUCTS

[logo]

GSA Global Supply™
Your Reliable Government Source

Spray Bottle NEW

Used for a range of liquids, this plastic applicator bottle features trigger spray nozzle that is adjustable (spray/off/stream). Made of translucent high density polyethylene with no metal balls or springs. Bottle is marked in one or two ounce gradations. **DD** AbilityOne

♻ 50% Postconsumer Material

♻ 30% Postconsumer Material

NSN 8125-01-577-0210
Size Capacity: 24 fl. oz.
Price $6.59 PG (contains 3 EA)

NSN 8125-01-577-0212
Size Capacity: 32 fl. oz.
Price $2.37 EA

Folding Table

Table has a blow molded high density polyethylene top that is strong and lightweight. The base is a 1" steel tube assembly that folds for easy and efficient storage. Table may be used indoors or outdoors. **DD** AbilityOne

The table can support 600 lbs evenly distributed.

NSN 7105-01-576-6177
Color Platimun top, brown/gray legs
Size 24"W x 48"L x 29"H
Price $107.58 EA

The table can support 1200 lbs evenly distributed.

NSN 7105-01-576-6178
Color Platinum top, brown/grey legs
Size 30"W x 72"L x 29"H
Price $179.96 EA

NSN 7105-01-576-6179
Color Platinum top, brown/gray legs
Size 30"W x 96"L x 29"H
Price $256.45 EA

Folding chair

This folding chair has blow molded polyethylene seat and back with oval steel tube legs for a strong lightweight chair that can be used indoors or outdoors. **DD** AbilityOne
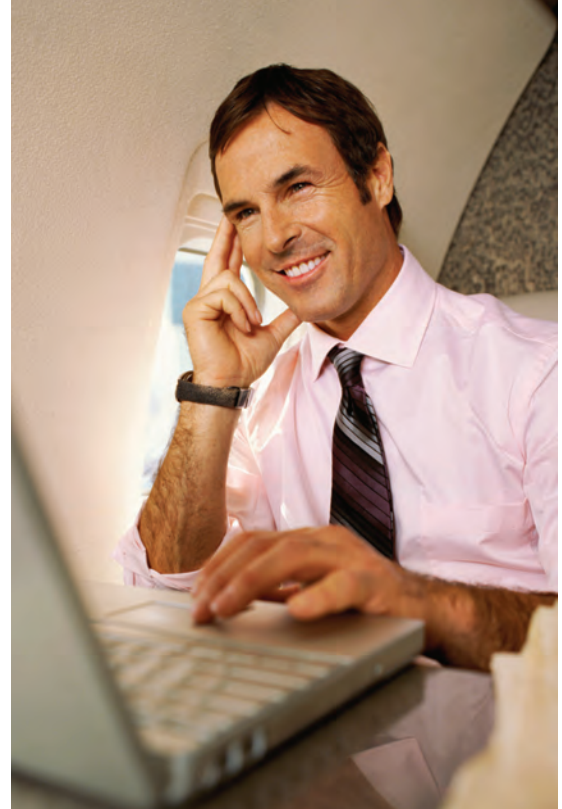
NSN 7105-01-576-6180
Color Platinum seat, brown/gray legs
Size 18'3/4"W x 21-1/2"D x 35-1/2"H
Price $218.70 CA (contains 4 EA)

ORDER TODAY: www.GSAglobalsupply.gsa.gov   GSA GLOBAL SUPPLY **83**

FEATURED PRODUCTS

GSA Global Supply® offers a wide range of products. Please visit us at www.GSAglobalsupply.gsa.gov for a complete selection.

Notebook/LCD Monitor Privacy Filter [NEW]

Privacy shield for notebooks and standard LCD monitors offers privacy protection for your computer while reducing glare and protecting the screen from scratches. Screen information is viewable only to users in front of the monitor, onlookers see a darkened screen from the side. Privacy shield is easy to attach and remove. **DD** *SKILCRAFT®* **AbilityOne ★**

ⓘ 18-month maximum shelf life (not extendable)

NSN 7045-01-570-8903	**NSN** 7045-01-570-8900	**NSN** 7045-01-570-8904	**NSN** 7045-01-570-8908
Screen Size 14.1"	**Screen Size** 15"	**Screen Size** 17"	**Screen Size** 19"
Price $44.45 EA	**Price** $48.92 EA	**Price** $69.02 EA	**Price** $86.90 EA

Wide screen.

NSN 7045-01-570-8893	**NSN** 7045-01-570-8902	**NSN** 7045-01-570-8898	**NSN** 7045-01-570-8907
Screen Size 14.1"	**Screen Size** 15.4"	**Screen Size** 17"	**Screen Size** 19"
Price $48.92 EA	**Price** $57.85 EA	**Price** $86.90 EA	**Price** $103.55 EA

FEATURED PRODUCTS

USB Flash Drive with 256-bit AES Encryption

Portable storage device with 256-bit AES Encryption. Highest level of data protection approved by the federal government. Meets FIPS 140-2 Standards. Preloaded software ready for password customization. No back door entry for maximum security. Compatible with USB 1.1, 2.0, WIN2000/NT/ME/XP/Vista, Mac OS9+, Linux 2.4+. Read speed 30MB/sec. Write speed 20MB/sec; peak 25MB/sec. LED Indicator-light on when in use. Durable and reliable storage data retention for 10+ years. 1,000G shock resistance. No external power required. Limited lifetime warranty. Includes lanyard with sturdy detachable clip. **DD** *SKILCRAFT* AbilityOne

NSN 7045-01-558-4991	**NSN** 7045-01-558-4992	**NSN** 7045-01-558-4993	**NSN** 7045-01-558-4994
Size Capacity: 2 GB	**Size** Capacity: 4 GB	**Size** Capacity: 8 GB	**Size** Capacity: 16 GB
Price $78.29 EA	**Price** $100.84 EA	**Price** $169.09 EA	**Price** $299.10 EA

USB Water Resistant Flash Drive

USB flash drive, flip-style with swivel cap and key ring. Rubberized grip locks firmly into place. Compatible with high-speed USB 2.0; WIN2000/ME/XP/Vista. Durable data storage retention for 10+ years. Limited lifetime warranty. **DD** *SKILCRAFT* AbilityOne

Features AES encryption and is FIPS 140-2 compliant.

NSN 7045-01-568-4208	**NSN** 7045-01-568-4209	**NSN** 7045-01-568-4210
Size Capacity: 2GB	**Size** Capacity: 4GB	**Size** Capacity: 8GB
Price $76.20 EA	**Price** $108.16 EA	**Price** $168.42 EA

Rewritable CD-RW

Rewritable CD allows the user to record, erase and re-write up to 1,000 times. Records speeds from 4x to 12x. 80 minute CD is compatible with leading CD-RW, DVD and multi-read drives. **DD** *SKILCRAFT* AbilityOne

Five CD-RWs with jewel cases.

NSN 7045-01-470-3592
Size 700 MB
Price $8.77 BX (contains 5 EA)

Air Duster

This dust blaster delivers a concentrated blast of air that removes dust from office and computer equipment without damaging sensitive parts or electronics. The 100 percent ozone-safe office duster is trigger-operated with a spray nozzle. Dispenses pure, moisture-free inert gas that removes microscopic contaminants, lint and dust. **MSDS** AbilityOne

CFC-Free Item; Ozone-Safe Item

NSN 7930-01-398-2473
Size 10 oz. aerosol
Price $29.57 BX (contains 6 EA)

Anti-Static Towelette

Handy, neat way to control static around computers, word processors or other static-sensitive equipment. Each wipe is sealed in an individual packet. **MSDS**

NSN 7920-01-295-8918
Size 5 x 8"
Price $1.82 BX (contains 24 EA)

FEATURED PRODUCTS

Lobby Broom

Lobby-style broom has a 28" black wooden handle with a flagged yellow polypropylene fiber head. Ergonomically designed for use with the lobby dustpan 7290-01-460-6663. **AbilityOne**

NSN 7920-01-572-7349
Price $4.44 EA

Alkaline Battery

This alkaline, manganese dioxide battery is great for use with tape recorders, pocket calculators, smoke detectors, transistor radios, and other electronic equipment. Frequently lasts more than twice as long as the same size carbon-zinc battery, depending on type of use. Non-rechargeable. ANSI C 18.1.

Rectangular shaped, with two snap terminals.

ⓘ 36-month maximum shelf life (not extendable)

NSN 6135-01-447-0949
Size 9V
Price $5.16 PG (contains 2 EA)

NSN 6135-00-900-2139
NFES #1241
Size 9V
Price $12.66 PG (contains 12 EA)

Cylindrical battery has flat terminals; nominal voltage is 1.5V.

ⓘ 36-month maximum shelf life (not extendable)

NSN 6135-01-446-8308
Size AAA
Price $1.49 PG (contains 4 EA)

NSN 6135-00-826-4798
Size AAA
Price $3.00 PG (contains 12 EA)

NSN 6135-01-447-0950
Size AA
Price $2.90 PG (contains 4 EA)

Pallet contains a total of 1,488 packages (186 cases, each containing 8 packages).

ⓘ 36-month maximum shelf life (not extendable)

NSN 6135-00-985-7845
NFES #0030
Size AA
Price $4.99 PG (contains 24 EA)

NSN 6135-01-446-8307
Size C
Price $2.55 PG (contains 4 EA)

NSN 6135-00-985-7846
NFES #0834
Size C
Price $6.11 PG (contains 12 EA)

NSN 6135-01-446-8310
Size D
Price $3.38 PG (contains 4 EA)

NSN 6135-00-835-7210
NFES #0033
Size D
Price $10.75 PG (contains 12 EA)

GSA Global Supply® – your reliable government source – guarantees compliance with federal procurement regulations.

FEATURED PRODUCTS

GSA Global Supply™

Your Reliable Government Source

Blanket

This heavyweight, twill blanket is made of 80 percent wool and 20 percent cotton/rayon, nylon or similar synthetic fibers. Edges are finished with over-edge stitching. Blanket will not shrink more than 10 percent. (NFES #0441) **PRIME**

**NSN** 7210-00-205-2804
Color Heather
Size 66 x 84"
Price $18.04 EA

Space Heater

Portable electric unit heats small rooms or areas. Features a convenient carrying handle and a protective grill. Automatic thermostat control with a "positive off" feature.

Baseboard-style, low silhoutte heater is natural convection type. Includes rod-type elements with heat-radiating metal fins. Automatic thermostat control ranges from 45 to 120 degrees F.

Fan operates on 120V AC, 1000w power. In the event that the unit is tipped over, an automatic switch immediately turns the unit off. Includes a three-prong plug and a minimum five-foot-long, 15-amp rated plug and cord. (Product dimensions may vary by manufacturer.) NEMA configuration 5-15P. Heater conforms to UL Standard 1042.
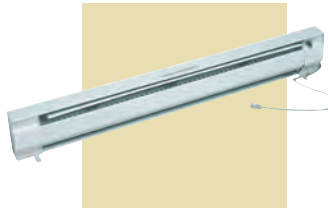
NSN 4520-00-865-5939
Size 47-1/2" W, 6-1/2" H, 4-1/4" D
Price $60.43 EA

Upright-style forced-air model comes in handy as a spot heater. Features a convection heating element of chrome-nickel wire and a fan for heat circulation. Heater includes a positive on-off manual switch and "off" position marked on thermostat.

Fan operates on 120V AC power. In the event that the unit is tipped over, an automatic switch immediately turns the unit off. Includes a three-prong plug and a minimum five-foot-long, 15-amp rated plug and cord. (Product dimensions may vary by manufacturer.) NEMA configuration 5-15P. Heater conforms to UL Standard 1278.

NSN 4520-00-555-8696
Price $46.29 EA

Fan operates on 240V AC power; 3000w produces 10,200 BTU per hour. Adjustable automatic thermostat control ranges from 45 to 120 degrees Fahrenheit. Includes a three-prong plug and a minimum five-foot-long, 20-amp rated plug and cord. Heater does not include a tip-over switch. (Product dimensions may vary by manufacturer.) NEMA configuration 6-20P. Heater conforms to UL Standard 1278.

NSN 4520-00-540-2038
Price $123.88 EA

Consider the value of GSA Global Supply®: competitive prices, worldwide delivery, and convenient choices for ordering and billing. See our entire selection at www.gsaglobalsupply.gsa.gov.

FEATURED PRODUCTS

GSA Global Supply™
Your Reliable Government Source

Antifreeze
All-purpose coolant is perfect for year-round use in car, truck, and tractor liquid cooling systems (including aluminum block engines). Protects against freezing, boiling and corrosion. When properly diluted coolant gives protection to -60° F. Conforms to ASTM Standard No. D3306-05. **MSDS**

ⓘ 36-month maximum shelf life (extendable)

NSN 6850-00-664-1403
Price $10.01 GL

NSN 6850-00-664-1409
Price $532.35 DR (contains 55 GL)

Deicing Fluid
Loosens and melts thin layers of ice from windshields and windows and prevents further icing. Safe for vehicle finishes, this convenient spray also de-ices locks. (Contents are flammable.)

DD **MSDS** **AbilityOne**

ⓘ 24-month maximum shelf life (extendable)

🌳 Ozone-Safe Item

NSN 6850-00-835-0484
P/N 0344-000 or equal
Size 14 oz. aerosol can
Price $40.86 BX (contains 12 EA)

Road/Sidewalk Deicer
Ice melting pellets quickly melt ice and snow on steps, sidewalks, driveways, parking lots and loading docks. Pellets contain concentrated ingredients that release 37 percent more heat than ordinary calcium chloride compounds. **MSDS**

NSN 7930-01-412-0984
P/N 149433 or equal
Price $51.94 DR (contains 40 LB)

Mini-Vacuum
This lightweight hand-held vacuum cleaner/blower is a fast and easy way to clean computers and office equipment. Complete with a 19" flexible hose, crevice tool, soft bristle dust brush, 4 piece micro-cleaning tool kit, shoulder strap, and 5 disposable bags.

For replacement filter/bags see PC Vacuum Replacement Bag NSN 7045-01-417-3206.

NSN 7910-01-423-9525
P/N Model: MDV-1BA or equal
Price $66.16 EA

PC Vacuum Replacement Bag
Replacement filters/bags for use with Mini-Vacuum NSN 7910-01-423-9525.

NSN 7045-01-417-3206
Price $3.56 PG (contains 5 EA

Your
Everything
Source for
IT and Professional Services Solutions

Service | Innovation | Value

Technical Expertise

Acquisition Management

Financial Management

Project Management

... and much more.

When your organization needs IT and professional services, GSA answers the call. GSA combines acquisition, project management and financial resources to deliver customized, and scalable solutions throughout any project's life cycle. We make sure your requirements are met on time, within budget, and at reduced risk. For access to a full range of qualified specialists on a short- or long-term basis, quickly and efficiently, trust us.

We are GSA. We're here to help.

For more information, visit **gsa.gov/aas/source** or call **(877) 472-4441**.

We Accept GSA SmartPay® 2

GSA
U.S. General Services Administration

Discover what the Centralized Mailing List Service (CMLS) can do for you!

At GSA, meeting our customers' needs for product and acquisition information is important to us. That's why we created a new online library of **GSA** publications at the **Centralized Mailing List Service (CMLS)** Web site. By visiting www.gsa.gov/cmls, you can view and order publications free of charge. Along with the latest **GSA Global Supply™** catalogs, **CMLS** offers you publications containing useful information about **GSA** acquisition tools, contract vehicles, and products and services.

The CMLS Web Site Offers:

- A wide selection of publications ready for shipment, free of charge;
- Downloadable copies (PDFs) of many publications;
- Easy online ordering with e-mail confirmation;
- The ability to search and view publications without providing contact information;
- Free subscriptions to GSA's *MarkeTips* magazine; and
- An invitation to register "buying interests" for receiving future publications.

User-friendly Features

At www.gsa.gov/cmls, we've included user-friendly features that enable you to find vital information quickly and easily:

- **Searching for publications:** Search by title, topic, or publication number.
- **Saving PDFs of publications:** Select "View PDF Prompt," right-click, and select "Save As."
- **Account Management:** Update your addresses and select your desired "privacy" level.
- **Ordering publications:** Request existing publications and/or "subscribe" to future editions by registering.
- **Viewing information:** Topics include GSA Global Supply, GSA Smartpay®, Fleet, Travel, Acquisition and more!

Contact us today!

Visit us on the Internet at www.gsa.gov/cmls, or e-mail cmls@gsa.gov. If online access is not feasible, you may call us at (817) 334-5215, Monday – Friday, 8 a.m. to 4 p.m., Central.

Return Service Requested

If you have questions or need assistance, or want to locate the Customer Service Director assigned to you, visit www.gsa.gov/csd or call: (800) 488-3111

For non-CONUS customers, our Customer Service Directors are located at the following numbers:

Anchorage, AK _____ (907) 271-3970

Honolulu, HI _____ (808) 541-1776
DSN: 438-4960

Europe, Africa and the Middle East
Frankfurt, Germany _____ DSN: 320-3557/3558

International Direct Dial for Germany _____ 011-49-69-699-7985

Pacific Rim Customers
http://www.gsa.gov/r9customerservice

MarkeTips is Printed on Recycled Paper ♻ **Using Soy-Based Ink**